



AA Quality Assured Accommodation Programme

Assessment Report



Malagas Hotel

Assessment Date: 06-03-2014
Assessor: Sabrina Siciliano
Category: Country Commercial Hotel

THE AUTOMOBILE ASSOCIATION OF SOUTH AFRICA NPC
AA Quality Assured Accommodation Programme
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Our Assessor visited your property on 06-03-2014 and compiled the following report:

Check-In

Courteous efficient staff answers the telephone professionally. A dedicated reception area, as guests walk in, they are immediately greeted and welcomed. Guests sign in, are helped with their luggage and escorted to their rooms. A full room orientation is given and all facilities available are explained. The package is dinner, bed and breakfast.

General Efficiency

Semi retired owners live on the premises. Mia has managed the hotel for them for eight years. There are twenty three staff members to run the hotel at an optimum level. Built in 1995, the country style hotel sits on the banks of the Breede river.

Cleanliness

Housekeeping staff ensure that the establishment is kept spotlessly clean.

Maintenance

Continual Daily maintenance attended too. All the fixtures and fittings are well maintained and all the appliances are in good working order. Two full time supervisors and three maintenance men keep the establishment in good condition.

Friendliness

All the staff are very well trained, smiling and happy. A wonderful team spirit!

Local Knowledge

Very familiar with the area and about local events. Brochures and maps available.

Service Efficiency

This Hotel is a river destination, miles away from anything on a gravel road. That is why the hotel offers a package deal, Dinner, bed and breakfast. Right on the banks of the Breede River, there are canoes for guests use. Also a whale watching destination in season. Liquor License. Wi-Fi Hot spots.

Conferencing/Weddings and private functions for 80 People. Laundry Service on request. Any reasonable request seen to.

Bedrooms (Type 1)

Four Large Family Rooms- king size bed, two singles and a sleeper couch or a day bed. Fourteen Family Rooms- king size bed, one single bed and some have a day bed. Twenty twin rooms, eight have inter-leading doors for family or small groups. The large family and upstairs twin rooms have a private deck with lovely views of the River or the country side. Basic accommodation with modern comforts, nice stone colored linen, DSTV with local and one in house Movie Channel.

Bathrooms (Type 1)

All have baths with overhead showers, bar eight small twin rooms have shower only.. Good lighting, mirrors, towels, individual toiletries, space for guest's personal items.

Public Areas

Pub with pool table and dartboard, fireplace, TV with Full DSTV. Upstairs there are two lounges, one is for the adults with a TV and board games and on the other side of the staircase, a kiddies lounge with little tables and chairs, toys, games, and a TV with kiddies movies. There is a lovely old world dining room with a fireplace, antique furniture and white linen table cloths. Then there is the glass house, overlooking the garden, where breakfast is served, more casual ambiance, also with a fireplace. Outside is a deck area with two built in braais and a gas braai. A swimming pool with sun loungers, shaded and a lawned terrace area, garden furniture and umbrellas, with a children s jungle gym and 3 trampolines. The Breede river with canoes.

Building Exterior

Very high standards of external maintenance.

Parking

Safe secure parking for all guests.

Grounds & Gardens

Lovely entrance to the Hotel, paved with trees, roses, lavender and many flowering plants either side. Also water feature and profuse bird life.

Security

Owner, manageress and all the staff live on the premises. Fire extinguishers clearly seen. Emergency numbers displayed, candles for a power outage and a generator for the main building.

Food Quality

Breakfast for under twenty people is a cold buffet and hot plated to order. For over 20 people there is a hot and cold buffet. Lunch menu available. Dinner is a five course set menu plated, or if over sixteen people there is a buffet. Dietary requirements are on the booking form. I enjoyed the food and the service!

Overall

On the banks of the Breede river, a real get-a- way. Their aim is one of true South African hospitality and service. A home away from home. Basic accommodation with modern comforts is all things to all people, comfortable, affordable and offers good service. Offer their guests peace and tranquility. This is a guest house where the guests are given one on one personal attention.

Commendations

An enjoyable stay, tranquil and cheerful environment. The best thing about this Hotel is the service levels, and the professional staff that take pride in their work. Everywhere is spotlessly clean, and the establishment has a welcoming aura about it.

Room eleven has been totally revamped and refurbished and would receive a Highly Recommended rating. As you are going this route with your rooms, be aware that air-cons would be needed, and all linen must be percale, if you want to reach the Highly Recommended status. Very nicely done!