



Quality in Tourism

Visit Report  
Guest Accommodation Standard

**Carr House Farm**

Ampleforth

**★★★ Farmhouse 70%**

*Breakfast Award*

**Assessor: Susan Dawson**

**Visit date: 25 May 2010**

**Visit type: Day**

**QiT No: 42610**

<b>Cleanliness (3.2 - Common Standards Reference)</b>	<b>Score</b>
Cleanliness - Public areas	4
Cleanliness - Dining room	4
Cleanliness - Bedroom	4
Cleanliness - Bathroom	4
	80%
<b>Bedrooms (3.6 - Common Standards Reference)</b>	<b>Score</b>
Decoration	3
Furniture, fittings and furnishings	3
Flooring	3
Beds and bedding	4
Lighting, heating and ventilation	3
Bedroom accessories	4
Space, comfort and ease of use	3
	65%
<b>Bathrooms (3.7 - Common Standards Reference)</b>	<b>Score</b>
Decoration	3
Fixtures and fittings	3
Flooring	4
Lighting, heating and ventilation	3
Towels and toiletries	3
Space, comfort and ease of use	3
	63%
<b>Hospitality and Friendliness (3.3 - Common Standards Reference)</b>	<b>Score</b>
Booking and arrival hospitality	4
Dinner and general hospitality	4
Departure hospitality	4
Breakfast hospitality	4
	80%
<b>Food Quality (3.10 - Common Standards Reference)</b>	<b>Score</b>
Breakfast food choice and presentation	4
Breakfast food quality	4
	80%
<b>Service and Efficiency (3.4 - Common Standards Reference)</b>	<b>Score</b>
Dinner and general service	4
Booking and arrival service	4
Departure service	4
Breakfast service	3
	75%
<b>Dining Room or Restaurant (3.9 - Common Standards Reference)</b>	<b>Score</b>
Decoration	4
Furniture, fittings and furnishings	4
Flooring	4
Lighting, heating and ventilation	3
Table appointment	4
Space, comfort and ease of use	3
	73%
<b>All Public Areas (3.8 - Common Standards Reference)</b>	<b>Score</b>
Decoration	4
Furniture, fittings and furnishings	3
Flooring	3
Lighting, heating and ventilation	3
Space, comfort and ease of use	4
Stairs, corridors, landings and public WC	3
	66%
<b>Exterior (3.5 - Common Standards Reference)</b>	<b>Score</b>
Buildings	3
Grounds, gardens and frontage	3
Car parking	3
	60%
	<b>70%</b>

## Key Scores and Sectional Consistencies

### Overall

70% = 4 star; low (70% to 84%)

### Cleanliness

80% = 4 star; safe (75% to 89%)

### Bedrooms

65% = 4 star; low (63% to 79%)

### Bathrooms

63% = 4 star; low (63% to 79%)

### Hospitality

80% = 4 star; safe (75% to 84%)

### Breakfast

80% = 5 star; low (80% to 100%)

In order to achieve a star rating the following elements of the assessment need to be satisfied.

1. All Minimum Entry Requirements must be met. (see Minimum Entry Requirement page in this report for detail)

2. The Star rating awarded will be no higher than the rating achieved in the Overall assessment.

3. Key Area Scores:

At least three of the Key Area sections must achieve or exceed the Star rating awarded. Two sections can fall below the Star rating awarded, but only by one level.

The Star rating awarded will be no more than one band higher than the lowest Key Area score.

4. The Star rating will be capped if Key Requirements are not met at each rating level.

Where the Overall score or a Key Area is marked as 'High' this indicates that the score for this area is close to achieving a higher level.

Where the Overall score or a Key Area is marked as 'Safe' this indicates that the score for this area sits comfortably within this level.

Where the Overall score or a Key Area is marked as 'Low' this indicates that the score in this area is in danger of being reduced to a lower level at the next assessment visit and as a result the Star rating might need to be reduced.

### **Overall - Low 4★**

Carr House Farm achieves a Three Star rating sitting at the top end of the banding comfortably meeting and exceeding the expectations of the grade and customer target market. The owners previously wished to move into the higher band though after consideration are now happy with the current grade and enjoy a high percentage of new and returning guests at this level.

### **Cleanliness - Safe 4★**

Housekeeping throughout the main house and annexed bedrooms continue to present to a high standard with attention to finish noted.

### **Bedrooms - Low 4★**

Fresh emulsion decor with wall exposed beams and wall relief adding interest and quality hard wearing carpets in clean sound condition. A mix of furniture is well matched and protected offering ample storage for guest belongings. Heavy lined curtains provide very effective blackout and insulation coordinating well with other soft furnishings. Solid beds with mattresses tested offering firm comfortable support; well laundered fresh cotton linens with new pillows and larger duvets purchased and careful consideration to presentation noted. Fixed controllable heating with lights at bedsides at a good height for flood. New guest information folders are well presented with a very good welcome page providing a personal history of the property and local dining venues. A thoughtful selection of bedroom accessories to enhance the guest experience as seen previously with hot chocolate and biscuits added to the hospitality tray and Roberts Ipod radio alarm and digital televisions purchased. Rooms are of a comfortable size and well appointed.

### **Bathrooms - Low 4★**

Painted paper and tile decor with all grout and seals in very good order. Coordinated sanitary ware with the new shower cubicles fitted last year presenting well with fixtures and fittings complementing and well considered shelving for storage. Quality vinyl flooring fitted in all en-suites which is practical and hygienic. Central and over mirror lighting is effective for all tasks with controllable radiators providing comfortable levels when entering and exiting facilities. New towels purchased including bath sheets this year with a selection of toiletries. Could also suggest having some 'forgotten items' available on request such as toothbrush and razors as discussed. Bathrooms have been designed to maximise the space available.

### **Breakfast - Low 5★**

Breakfast was not sampled during this visit though it is very good to note the new menu design offering a varied selection of dishes using homemade and high quality local produce.

### **Highlights**

A well presented traditional Farmhouse in an elevated position enjoying far reaching views of the North Yorkshire countryside. In house and annexed accommodation with guests having private patio areas outside and a comfortably furnished lounge as seen previously. Mrs Lupton offers high standards of customer service to ensure all visitors feel relaxed and welcome into her home. It is very pleasing to note that suggestions and considerations discussed previously have been implemented with the upgrading of bed linens and improved facilities including Wifi which is now available with guests having use of a netbook computer on request.

### **Potential for Improvement**

The owners have taken on all suggestions and considerations given previously with the hope to achieve a Higher rating which the property would now be able to attain. On reflection and after discussions Mrs Lupton has decided to retain her Three Star grade where she sits at the high end

of the banding and easily meets and exceeds customer expectations. We wish them well for a successful year and look forward to returning.

## Minimum Entry Requirements

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**Standard:** Guest Accommodation

**Designator:** Farmhouse

**Rating:** Three Star

**Specialities:**

For a rating to be awarded by VisitEngland a property must meet all:

Minimum Entry Requirements

Key Requirements, as appropriate to the Star level

Any Additional Requirements

At the time of our visit all of the Minimum Entry Requirements and Additional Requirements/Key Requirements were provided.

*Notes for Proprietors / Managers*

*The copy of our Visit Report provides information on our assessment of your accommodation and services. The form may be amended from time to time if we discover that this information can be presented in ways that are more helpful. When making quality assessments the assessor is assessing each aspect against the standards of excellence established by VisitEngland. Assessors are trained to ignore their own personal preferences and prejudices when making these assessments. This report is provided in confidence and its contents may not be displayed in any printed material or via electronic media, or indeed quoted verbally. This restriction also applies to any verbal comment made by the assessor at the time of the visit.*

**PLEASE NOTE**

*The observations in the Visit Report are intended to be helpful by drawing particular points to your attention. There is no implication that it was these aspects alone that influenced the overall assessment, or that, if they are acted upon, a higher overall grade would be necessarily achieved. Should a proprietor/manager disagree with the grade given, there is an Appeal Procedure, details of which are available from Quality in Tourism ([QualityInTourism@uk.g4s.com](mailto:QualityInTourism@uk.g4s.com), Tel 0845 300 6996). A separate charge is made for an appeal assessment.*