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# AA Quality Assured Accommodation Programme



## Assessment Report

### Braeside Guest House

**Assessment Date:** 14-05-2018  
**Assessor:** Sabrina Siciliano  
**Category:** Heritage Accommodation

*Our Assessor visited your property on 14-05-2018 and compiled the following report:*

#### Check-In

Here, at Braeside Guest House experience discreet, personalised service that is second to none. Attractive eye-catching logo and name of the establishment is easily identified at the entrance. An excellent first impression is created when guests enter. A prompt, thorough and professional reservation process has been put in place. Check In is handled quickly and efficiently. Guests are escorted to their rooms and offered assistance with their luggage.

#### General Efficiency

This establishment specialises in personal attention and offers unsurpassed service excellence. Prompt and efficient service in all areas. All emails and telephone enquiries are answered promptly. Prompt response when I phoned to make the appointment.

#### Cleanliness

Extremely high standards of cleanliness have been achieved throughout with excellent attention to detail. The furniture is highly polished and flawless. All soft furnishings are spotless and shows no sign of wear and tear. It is noticeable that great care has been taken to keep this establishment in pristine condition.

#### Maintenance

The interior of this establishment is timeless in its appeal with clear and defined spaces, tastefully decorated, with careful attention to detail. Continuous upgrades and maintenance is evident. Additional security sensor lights and

beams, solar lighting in the garden. Five new gas geysers installed. Brand new oven for the kitchen. Re-tiled around the swimming pool area with non slip tiles. Paint touch ups and wood work all attended to. All bedrooms repainted. Genesis room has had a beautiful decor revamp, new blackout blinds under the curtains, antique style taps etc. New Egyptian linen, 400 thread count, mattress converter, towels, face cloths and bathmats. New lamp at desk in the Elizabeth room. Fire extinguishers in every room in the house. Lovely feature fountain at the swimming pool. Added on a games room with wine cellar, excellent for groups. Lovely shop with local hand crafted items for sale.

### **Friendliness**

Here you will find discreet service for the discerning corporate or leisure traveller offering gracious hospitality. Guests are always ensured of an exceptional experience made memorable by warm and friendly attentive personal service.

### **Local Knowledge**

This charming establishment is conveniently based to explore Swellendam and surrounds. Close to business, culture shopping and trendy restaurants. Marianna has excellent knowledge of the area. Lots of tourist information available. Excellent guest folder in all the rooms.

### **Service Efficiency**

This is a luxurious Guest House offering warm hospitality in a beautiful setting and evokes the spirit of a time when everything was done with a little more style and much more attention to detail. Enjoy warm hospitality and personal service. Children over the age of 16 years are welcome. WiFi enabled, laundry Service. Turn down service. Free Car washing, just tip the staff. Ahead of estimated arrival time, air-con is put on so that units are either cool, or warm. Dinners on request. Itineraries planned. Any reasonable request seen to.

### **Bedrooms (Type 1)**

End your day in the lovely surrounds of one of the luxuriously appointed units. Five, beautifully decorated, in a traditional antique style, spacious rooms. High ceilings, wooden floors, all with a private entrance. Oil paintings, Persian carpets, bespoke bedside lamps, draped curtains and pelmets. Each bedroom has been furnished with stylish headboards, matching side tables, attractive lamps, crisp white percale linen, very good quality mattresses and pillows with mattress and pillow protectors on all the beds, best quality duvets, beautiful decorative throws and pillows on all the beds. Thoughtful extras provided are: air-conditioners, flat screen TV with DStv, WiFi internet, hairdryers, safe, laundry service. Full length mirrors, luggage racks, desk chair and lamp/dressing table. Bar fridge and welcome pack. Beautiful drapes and blinds in front of all the windows.

### **Bathrooms (Type 1)**

Spacious bathrooms with the original old black and white tiles. Two baths and separate showers, three showers. Good lighting, mirrors, bath sheets, face cloths and towels. Full range of luxury toiletries and vanity kits, space for guest's personal items. Lovely attention to detail in all bathrooms such as armchairs, art ornaments, lovely bathroom experience!

### **Public Areas**

Public areas consist of a guest lounge with a fireplace and library of books, dining room, wrap around stoep with dining tables chairs and a lounge suite. Another private veranda with tables, chairs and umbrellas, with mountain views, sun-downer cocktails are served here. Swimming pool with sun loungers, undercover braai area and extensive gardens and grounds.

### **Building Exterior**

Good maintenance plan in place. Extremely high standards of exterior maintenance is evident throughout.

### **Parking**

On-site, secure paved parking for all guests. Behind remote controlled gates.

### **Grounds & Gardens**

The landscaped garden is absolutely beautiful, neatly trimmed, well tended and compliments the architecture of this establishment. There is a lovely swimming pool, the ideal place for guests to relax on elegant pool loungers and soak up the African sun. The bushes, trees, shrubs, flower beds, lawns and driveways are very well maintained and look most attractive.

### **Security**

Owner lives on the property, perimeter fencing, and security bars on windows, and remote controlled gate access to the property, armed response, and panic buttons. Excellent exterior lighting and security beams. Fire

extinguisher, emergency numbers displayed. Torches and LED lamps for load shedding. Emergency numbers displayed.

### **Food Quality**

Breakfast consists of a cold buffet and hot plated to order from a menu. Two or three course dinners pre-arranged on request. Guests are asked for their preferences and about any food allergies. Lunch packs available on request. Obvious care is taken with the food and an emphasis is placed on providing fresh, seasonal ingredients and great quality. I enjoyed a delicious beautifully presented dinner and breakfast. Excellent table settings, crockery, serving dishes and cutlery.

### **Overall**

Their passion is to make you feel at home, a place to simply relax and enjoy gracious hospitality. Marianna prides herself on providing a service with a personal touch and aim to make your experience one that you will come to know, love and trust! Everything ensconced in this establishment points to comfort, service and hospitality.

### **Commendations**

This gracious establishment is a unique, exclusive, up-market sanctuary for today's traveller, be that business or leisure and offers warm, professional hospitality and tasteful elegance. At Braeside Guest House every detail is considered you can expect only the very best. Here you will find discreet service for the discerning corporate or leisure traveller who appreciates understated luxury and gracious hospitality. A 9.6 rating on booking.com. Well deserved.

### **Concerns**

None.

### **Web Review**

<http://www.braeside.co.za/> - Excellent representation of the accommodation on offer. Suggest adding your AA logo big and bold at the top of the page, next to your stars. You have a double audit, which shows you are serious about your business. Also replace the trip advisor 2016 with the new trip advisor 2017 certificate of excellence. Always keep things current.