

## Westleigh

★★★★ 87%

## Breakfast Award.

Beer, Seaton

Visit Date: 16/10/18

Type: Night

QT No: 650073

## Notes

**Summary**

Westleigh has achieved the Four Star rating with the overall score being securely placed within this level. All other areas exceed expectations at this level with the exceptions of the Bathrooms. This was discussed with a view of looking at further enhancing the quality perceptions.

The owners have certainly done their homework in regards to the overall quality and standards as well as providing very high levels of hospitality and service- to this end all aspects of the breakfast experience along with the emphasis of utilising and promoting locally sourced items has also seen a Breakfast Award being attained.

The Bell Jar room was allocated (Double en suite) with the remaining 2 letting rooms being seen in the company of Etta Ware- owners daughter.

**First Impression**

On arrival to the front entrance of the property it shows off the character and charm of this period property. The house is full of historical charm and character and is lovingly presented with many eclectic and stylish items adding to the overall ambience. Allowing for a positive impression on arrival and this continues to all parts of the accommodation.

The initial impression gained when looking on the website was positive, with this website being well presented and full of all the relevant information, imagery and text to give a true insight to the accommodation, area and ethos of the business.

**Accommodation**

The allocated bedroom was very comfortable with a superior quality bed base and mattress in place. Smartly attired in top quality bedding with care taken in the final presentation. The room was arranged to maximise comfort and ease of use.

The 3 letting bedrooms are unpretentiously decorated and presented, many of the original architectural nuances only reinforce the charm and character of this property.

Modern touches in place with a very well stocked beverage provision. A very good range of accessories in place with a well presented and fairly comprehensive guest folder showcasing all the required and relevant information.

Modern shower room en suite for the allocated bedroom, this was slightly more compact, although considerately arranged. The remaining Family style bathroom benefit from having more overall space. Flooring being well suited to this environment and of a top quality and presentation. Smart white sanitary ware with stylish fixtures and fittings in place. There was a consistent water pressure and temperature enjoyed in the shower room allocated.

Could look to expand the current provision of toiletries, as suggested; a full range of generous sized "Faith in Nature" toiletries are one alternative. Bath sheet and hand towel in place and these were of a superior quality, this could be supplemented with a "waffle robe" to enhance the feeling of comfort if felt appropriate. Both facilities have well placed lighting, ambient heating as well as extraction. It was duly noted that both the other 2 rooms are let together for families or friends or only one is let in regards to the bathroom ratio. This ensures that the family bathroom is let for sole use and not shared unless for friends or family use.

**Housekeeping**

The levels of housekeeping observed and encountered were found to be to a superior level with obvious attention to the final presentation and detailing.

Obvious exacting housekeeping regime implemented and maintained which certainly enhances the overall guest experience and perceptions.

As discussed look to monitor the extraction grilles in both bathrooms to ensure a higher score in the future,.

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**Guest Experience**

The booking for the room was done via e-mail as I could not initially access the website. My request for a room for the 16<sup>th</sup> was promptly answered and a request was also made at this time for a 50% deposit. The return e-mail also detailed the fact that the room rate would be £90.00 for single occupancy. On the morning of the 16<sup>th</sup> I received a phone call from Etta to ensure that I was still due to arrive and she also enquired if I had received the follow up e-mail. I had not and Etta was most apologetic and promptly resent this to me. This I received shortly after the call and all the required and relevant details were highlighted along with the dinner menu. The arrival process was also detailed.

A warm welcome was received at the door from Etta Ware, as previously discussed I was to leave my luggage and personal items prior to be directed to the local car park and I was also given the appropriate permit..

The house is full of historical charm and character and is lovingly presented with many eclectic and stylish items adding to the overall ambience.

Guests benefit from a well-appointed and furnished lounge which offers a peaceful seating area in which to read and in my case enjoy the cream tea which was awaiting my return from parking the car and when I had settled in.

Etta had kindly taken my luggage to the allocated bedroom and also showed me the facilities before inviting me down for the cream tea.

This was served in front of the lit fire, the freshly baked and still warm scone and accompanying home-made jam and clotted cream was of a superior quality and was most enjoyable. Freshly squeezed orange juice was provided as I do not take hot beverages. Dinner timings were discussed at this time and Etta also informed me of how to summon assistance if so required. Conversation throughout the stay was comfortable and engaging and Etta is a natural and welcoming host.

Service at dinner and breakfast was well timed and efficient with Etta ensuring I was extremely well looked after.

**Food and Beverage**

Afternoon tea was served after I settled in and was most welcomed.

Home- made flapjacks in the bedroom were delicious.

**Dinner-**

Butternut squash and chilli soup-

This was a flavoursome soup with a background heat from the chillies.

Pan fried Pork fillet with caramelised apples- seasonal vegetables.

A generous piece of pork which was perfectly cooked with the apples adding an additional layer of sweetness.

Vegetables were also suitably cooked and seasoned.

I decided not to have a pudding as I felt I could not do it justice as I was already full.

The quality of the food is on par with any top quality restaurant without the formality of highbrow service. Etta is to be commended for the execution and delivery of both dinner and breakfast and undoubtedly adds to the overall service and guest experience.

**Breakfast**

Cereal, granola, yoghurt and freshly squeezed orange juice

Bacon, sausage and scrambled eggs.

All items were of a superior quality.

A printed menu showcases all the items available as well as detailing the products that are locally sourced.

The Breakfast Award given is a true reflection of the overall guest experience in relation to breakfast; along with the variety of home grown and made produce, which all adds to the excellent quality and enjoyment of this traditional style breakfast.

**Suggested Best Practice (old potential for improvements)**

Ensure the extraction fan covers in both bathrooms are monitored on a regular basis.

In regards to the toiletries in the bathrooms, this was an area that was felt could be enhanced by extending the current range to include conditioner, separate shower gel and shampoo and a body lotion. Paraben and SLS free and 100% natural is the more expected standard for today's market and "Faith in nature" is one example as discussed, could also look at having bath robes for the family bathroom as this is not a direct en suite.

Replace the toilet seat in the allocated shower room.

Locking the door to the dining room area was discussed and consideration is being given to having a door fitted to the open side leading to the kitchen; I believe this would be the best solution for the future. This allows the kitchen and all associated food stuffs and items to be put away, whilst still leaving access for the guest to the dining area and garden.

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## Scores

Site	Score	Max Score
First Impression	8	10
Parking and Guest Safety	8	10
Building Finish and Condition	9	10
<b>Subtotal (Points)</b>	<b>25</b>	<b>30</b>
<b>Subtotal (%)</b>	<b>83%</b>	

Housekeeping	Score	Max Score
Exterior	8	10
Public Areas	10	10
Dining / Restaurant	10	10
Bedroom	10	10
Bathroom	8	10
Other	10	10
<b>Subtotal (Points)</b>	<b>56</b>	<b>60</b>
<b>Subtotal (%)</b>	<b>93%</b>	

**Notes:**

Dining and Public Areas	Score	Max Score
Comfort and Use	9	10
Design and Style	9	10
First Impression	9	10
Furniture /Fittings /Flooring	9	10
Ambience	9	10
<b>Subtotal (Points)</b>	<b>45</b>	<b>50</b>
<b>Subtotal (%)</b>	<b>90%</b>	

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<b>Bedroom</b>	<b>Score</b>	<b>Max Score</b>
Comfort and Use	9	10
Design and Style	8	10
Flooring	8	10
Furniture	8	10
Bed / Mattress Quality	9	10
Bedding and Linen	9	10
Accessories and Facilities	8	10
Ambience	8	10
<b>Subtotal (Points)</b>	<b>67</b>	<b>80</b>
<b>Subtotal (%)</b>	<b>84%</b>	

<b>Bathroom</b>	<b>Score</b>	<b>Max Score</b>
Comfort and Use	7	10
Design and Style	8	10
Flooring	9	10
Sanitary Ware	8	10
Heating and Ventilation	9	10
Illumination	8	10
Towels and Toiletries	7	10
<b>Subtotal (Points)</b>	<b>56</b>	<b>70</b>
<b>Subtotal (%)</b>	<b>80%</b>	

<b>Food</b>	<b>Score</b>	<b>Max Score</b>
Dinner Quality	10	10
Dinner Choice	8	10
Breakfast Quality	10	10
Breakfast Choice	10	10
<b>Subtotal (Points)</b>	<b>38</b>	<b>40</b>
<b>Subtotal (%)</b>	<b>95%</b>	

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Hospitality	Score	Max Score
Booking and Arrival	9	10
Other	9	10
Breakfast	10	10
Departure	9	10
<b>Subtotal (Points)</b>	<b>37</b>	<b>40</b>
<b>Subtotal (%)</b>	<b>93%</b>	

**Notes:**

Service	Score	Max Score
Booking and Arrival	9	10
Other	8	10
Breakfast	10	10
Departure	9	10
<b>Subtotal (Points)</b>	<b>36</b>	<b>40</b>
<b>Subtotal (%)</b>	<b>90%</b>	

Website and Follow Up	Score	Max Score
Website and Social Media	8	10
Follow-Up	8	10
<b>Subtotal (Points)</b>	<b>16</b>	<b>20</b>
<b>Subtotal (%)</b>	<b>80%</b>	

<b>TOTAL</b>		
<b>Overall Score</b>	<b>373</b>	<b>430</b>
<b>Overall %</b>	<b>87%</b>	

<b>KEY</b>	
★★★ 50-54%	★★★★★ 70-84%
★★★★ 55-69%	★★★★★★ 85-100%

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