



**72316 - THE STEADINGS**

**QUALITY BUSINESS  
ADVICE REPORT**

**VISITED 21/08/2018**

**BY STEPHEN TRAINOR**

**This Quality Assurance report  
is a useful business tool.**

It provides bespoke advice on how you can develop your business and meet changing customer expectations.

**Your Quality Assurance award is  
a valuable marketing tool.**

It complements online reviews with an objective assessment of your business and can be used on all your social media and marketing channels.

**Displaying your award  
demonstrates your  
commitment to quality.**

It offers further reassurance that you provide a quality visitor experience.

### Summary & Overview

Thank you, Anne, for your time and hospitality. It was lovely to meet you and to view all 3 wonderful units at Auchterlyth Steadings. As with previous visits, all 3 cottages continue to be maintained to the highest of standards and I am pleased to re-confirm your 5 Star Award for you. I have seen no requirement to alter the previously exceptional overall scores, and given your own drive and passion, I have no doubt that your grade will be secure in future years.

You have certainly cornered the market regarding welcoming dogs, and it is obvious after visiting that it is possible to attain and keep high grades whilst still having numerous animals onsite, contrary to the opinions of many other self-caterers. Very well done to all involved for your exceptional standards!

I was glad to hear that the business continues to go from strength to strength, and that you have established a very high level of repeat custom. I am also able to re-confirm your participation in our Visitor Information Partnership, plus the Pets, Cyclists and Walkers Welcome Schemes. There is some further information included at the end of the report regarding your digital presence which I have already emailed you about separately and I believe we can assist you with.

I wish you all the very best for the remainder of the year and I look forward to meeting you again in the future.

# The Steadings

Property Name: The Steadings  
Units Viewed: Glen Prosen, Glen Clova, Glen Isla

Grading: **5 Star Self Catering**

Overall Score: **160 / 175 91%**

Minimum score in critical areas 87%

<b>Exterior</b>		<b>Available</b>	<b>Actual</b>	
1	Appearance of buildings	5	5	
2	Grounds, gardens, parking	5	5	
3	Environment	5	4	
The Exterior is of an overall exceptional (5 Star) standard		<b>15</b>	<b>14</b>	<b>93%</b>
<b>Management Efficiency</b>				
4	Pre-arrival guest information including brochure	5	5	
5	Welcome and arrival procedures	5	5	
6	In-unit guest information and personal touches	5	5	
Management is of an overall exceptional (5 Star) standard		<b>15</b>	<b>15</b>	<b>100%</b>
<b>Public Areas</b>				
7	Decoration	5	4	
8	Flooring	5	5	
9	Furniture, furnishings, fittings	5	4	
10	Heating, lighting and ventilation	5	5	
11	Space, comfort, ease of use	5	4	
The Public Areas are of an overall exceptional (5 Star) standard		<b>25</b>	<b>22</b>	<b>88%</b>
<b>Bedrooms</b>				
12	Decoration	5	4	
13	Flooring	5	4	
14	Furniture, furnishings, fittings	5	5	
15	Heating, lighting and ventilation	5	5	
16	Beds	5	4	
17	Bedding and linen	5	5	
18	Space, comfort, ease of use	5	4	
The Bedrooms are of an overall exceptional (5 Star) standard		<b>35</b>	<b>31</b>	<b>88%</b>
<b>Bathrooms</b>				
19	Decoration	5	5	
20	Flooring	5	5	
21	Fixtures, fittings and sanitaryware	5	4	
22	Heating, lighting and ventilation	5	5	
23	Space, comfort, ease of use	5	4	
The Bathrooms are of an overall exceptional (5 Star) standard		<b>25</b>	<b>23</b>	<b>92%</b>

## The Steadings

<b>Kitchen</b>				
24	Decoration	5	4	
25	Flooring	5	5	
26	Furniture and fittings	5	4	
27	Heating, lighting and ventilation	5	4	
28	Electrical, gas equipment	5	4	
29	Crockery, cutlery and glassware	5	5	
30	Kitchenware, pans, utensils	5	5	
31	Space, comfort, ease of use	5	4	
The Kitchen is of an overall exceptional (5 Star) standard		<b>40</b>	<b>35</b>	<b>87%</b>

<b>Additional Facilities</b>		<b>Available</b>	<b>Actual</b>	
32	Reception, shop, bar, restaurant	N/a		
33	Laundry	N/a		
34	Recreation	N/a		
		<b>0</b>	<b>0</b>	<b>N/a</b>

<b>Cleanliness</b>				
35	Public areas	5	5	
36	Bedrooms	5	5	
37	Bathrooms	5	5	
38	Kitchen	5	5	
Cleanliness is of an overall exceptional (5 Star) standard		<b>20</b>	<b>20</b>	<b>100%</b>

### Notes:

No Grade Awarded	Unacceptable	1% - 33%	<b>No 0s</b>	0
1 Star	Acceptable	34% - 47%	<b>No 1s</b>	0
2 Star	Good	48% - 59%	<b>No 2s</b>	0
3 Star	Very Good	60% - 74%	<b>No 3s</b>	0
4 Star	Excellent	75% - 86%	<b>No 4s</b>	15
5 Star	Exceptional	87% - 100%	<b>No 5s</b>	20