



Quality in Tourism

Visit Report

Guest Accommodation Standard

Ryles Arms

Macclesfield



Inn

Assessor: Geraldine Williams

Visit date: 19 Nov 2008

Visit type: Day

QiT No: 87017

Executive Summary

Summary

Under the British Common Standard for Guest Accommodation, Ryles Arms achieves a Four Star Inn rating. One feature of the standard is that the key areas of the business; cleanliness, hospitality, bedrooms, bathrooms and breakfast must be of an equivalent quality to the overall rating awarded. The majority of these areas should, therefore, meet or exceed the quality expected at a particular star level for that rating to be achieved. Following this assessment the establishment meets these requirements, enabling the rating indicated above to be confirmed.

Physical areas

Ryles Arms is a quality operation with the bar and dining areas well maintained and in very good condition. Good original features lift and the areas are well planned and spacious.

Bedrooms and bathrooms remain much as at the last assessment with contract quality noted in all areas and high standards of housekeeping noted.

Rooms seen

1-Mar-2004 00:00:00

Fire risk assessment

In line with the Regulatory Reform (Fire Safety) Order 2005, which came into force in October 2006, a copy of the Fire Risk Assessment for the premises was seen by the assessor. The assessor is not able to comment on the content of the assessment.

Minimum Entry Requirements

Standard: Guest Accommodation

Designator: Inn

Rating: Four Star

Specialities:

To be recognised within the VisitBritain Quality Assessment Scheme a property must meet all 'Minimum Entry Requirements'. Also any 'Additional Requirements' or 'Key Requirements' needed at the designated level must be provided. Quality standards also need to meet the minimum level in all areas of the operation.

At the time of the visit, this property did not meet all of the 'Minimum Entry Requirements' and/or 'Additional Requirements/Key Requirements'. The items/services listed below are those required in order to participate within the scheme at the designated level. The rating level may be revised if all of the listed items/services are not provided by the time of the next visit. Reference numbers below refer to the section within the Quality Advisory Report to which the missing item/service is relevant.

The term 'Progressing' is used to indicate that the establishment is working towards providing the missing items, facilities or services listed.

Overall Standards (2.1 - Common Standards Reference)

Access statement

Progressing

As a result of this assessment visit carried out by Quality in Tourism, it has been noted that no Access Statement was available. Please ensure this is in place by the next assessment. This is a requirement of continued participation in the VisitBritain quality assessment scheme. For more information please see www.visitbritain.com/accesstatements

Quality Scores

Please note for a day visit to your establishment. The table on this page shows all key areas that help to confirm your final quality rating. The areas of food, hospitality and service are only assessed on an overnight basis and remain unchanged on a day visit. Cleanliness scores are assessed, but not scored any higher than the last overnight visit. Only exterior, public areas, dining room, bedroom and bathroom scores can be amended, up or down, and reported upon in this document.

	Score (%)	Level
Overall	79	Very Good
Cleanliness	80	Very Good
Hospitality	85	Excellent
Breakfast	80	Excellent
Bedroom	80	Excellent
Bathroom	76	Very Good

Visit Report

This section of the report contains information with regard to the quality grading awarded to the property. The quality indicator terms used are to express the different levels of quality.

Your assessor might also have added observations, suggestions or advice. These are suggestions only and can be acted upon or disregarded.

It is hoped that the information contained within this report will provide a valuable management tool and assist in the maintaining, developing or improving of quality standards in the future.

Exterior (3.5 - Common Standards Reference)

Very Good (80%)

Buildings

Very Good

Buildings, paintwork, signage and hanging baskets etc

Very Good

Of very good appearance externally with signage clearly displayed.

Grounds / gardens

Very Good

Frontage / initial impression

Very Good

Very good first impressions gained with the rear entrance well defined with patio area and planting.

Lawns and planted areas

Very Good

Car parking

Very Good

Signage and illumination

Very Good

Car park surface (marking of bays as appropriate)

Very Good

Large car park is well marked and with good, well maintained surface.

All Public Areas (3.8 - Common Standards Reference)

Very Good (80%)

Decoration

Very Good

Decoration

Very Good

Decoration to a very good standard with quality pictures lifting.

Furniture, fittings and furnishings

Very Good

Furniture

Very Good

Furniture in very good condition, good mix of seating provided and well co-ordinated soft furnishings.

Fittings and soft furnishings

Very Good

Flooring

Very Good

Flooring

Very Good

Good mix of soft flooring with some attractive, original tiling also noted.

Lighting, heating and ventilation

Very Good

Lighting

Very Good

Well placed lighting with quality light fittings noted.

Heating and ventilation

Very Good

Space, comfort and ease of use

Very Good

Space, comfort and ease of use

Very Good

Ample space for very good comfort of guests.

Stairs, corridors, landings and public WC

Very Good

Stairs, corridors, landings and public WC

Very Good

Dining Room or Restaurant (3.9 - Common Standards Reference)		Very Good (76%)
Decoration		Very Good
Decoration	<i>Very Good</i>	High standards of decoration, as in bar and sitting areas.
Furniture, fittings and furnishings		Very Good
Dining furniture, tables and chairs	<i>Very Good</i>	
Fittings and soft furnishings	<i>Very Good</i>	
Flooring		Very Good
Flooring	<i>Very Good</i>	Well fitted and co-ordinated carpeting.
Lighting, heating and ventilation		Very Good
Lighting	<i>Very Good</i>	
Heating and ventilation	<i>Very Good</i>	
Table appointment		Good
Dinner	<i>Good</i>	Good commercial quality provided.
Breakfast	<i>Good</i>	
Space, comfort and ease of use		Very Good
Size and comfort of dining table and chairs	<i>Good</i>	
Room layout and spacing	<i>Very Good</i>	Spacious and well planned dining area.

Bedrooms (3.6 - Common Standards Reference)**Excellent (80%)**

Decoration			Very Good
Decoration	<i>Very Good</i>	High standards of decoration with quality pictures lifting.	
Furniture, fittings and furnishings			Very Good
Furniture	<i>Very Good</i>	Furniture of very good quality and offering ample room for storage and good working areas.	
Fittings and furnishings	<i>Very Good</i>	Fabrics well co-ordinated and with blackout curtains noted.	
Flooring			Very Good
Flooring	<i>Very Good</i>	High quality, well fitted carpeting noted.	
Beds and bedding			Very Good
Mattresses, bed bases and headboards	<i>Very Good</i>	High quality beds with well protected mattresses.	
Bed linen and bedding	<i>Very Good</i>	Bedspreads finish the beds well and are in very good condition.	
Lighting, heating and ventilation			Very Good
Lighting levels, controllability and task lighting	<i>Very Good</i>	Lighting well placed for very good levels of illumination.	
Provision and controllability of heating and ventilation	<i>Very Good</i>	Controllable heating provided.	
Bedroom accessories			Very Good
Bedroom accessories	<i>Very Good</i>	TV's to be upgraded to flat screens.	
Space, comfort and ease of use			Very Good
Space within bedrooms	<i>Good</i>		
Ease of use of equipment, furniture, windows and power points	<i>Very Good</i>	Very well planned for good ease of use.	

Bathrooms (3.7 - Common Standards Reference)**Very Good (76%)**

Decoration			Very Good
Decoration	Very Good	Tiled decoration, in very good condition.	
Fixtures and fittings			Very Good
Sanitary ware, fixtures and fittings	Very Good	High quality, well maintained fixtures, all with bath and shower.	
Flooring			Very Good
Flooring	Very Good	Tiled flooring noted and in very good condition.	
Lighting, heating and ventilation			Very Good
Lighting	Very Good		
Heating	Very Good	Controllable central heating provided.	
Ventilation	Good		
Towels and toiletries			Good
Towels	Good		
Toiletries	Good	Large bottles of complimentary toiletries provided, Neutrogena previously provided and will be reordered.	
Space, comfort and ease of use			Very Good
Layout and space within the room	Very Good	Spacious and well planned ensuites.	
Size and usability of fixtures and fittings (including water pressure)	Very Good		

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 VisitBritain. 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@GSLGlobal.com, Tel 0845 300 6996). A separate charge is made for an appeal assessment.