



TOURISM GRADING COUNCIL
OF SOUTH AFRICA

Quality in Tourism

Eden Country House

Marloth Park, Mpumalanga

Member Id: 331017132

Five Star Self catering - Exclusive

Assessor: Lisa Dunn

Visit: 12 September 2014

Executive Summary

Summary

Eden Country House is an exclusive-use self-catering double storey house situated in Marloth Park. It consists of 3 bedrooms, 3 bathrooms. Recommend the renewal of the 5 stars.

Building Exterior: Strengths

Neat paved driveway with a double garage. Neat building and garden. Sparking swimming pool and a viewing deck and semi-enclosed boma area. All areas neat and well maintained.

Building Exterior: Areas for Improvement

All requirements met.

Bedrooms: Strengths

Well appointed rooms with an extensive range of quality amenities, large cupboards, quality linen and block-out curtains with rods. All rooms lead onto a patio area. All rooms have air-conditioning, gowns, information, hairdryers, safes. The main room also has a TV.

Bedrooms: Areas for Improvement

All bedrooms are excellent.

Bathrooms: Strengths

Well appointed bathroom with excellent quality linen and amenities. All fittings and fixtures are excellent.

Bathrooms: Areas for Improvement

No areas of improvement are indentified.

Kitchens: Strengths

Large kitchen with excellent quality fittings and fixtures. Full scullery area. All coffee facilities are provided. Excellent range of crockery, cutlery, pots and pans provided. Full braai facilities provided.

Kitchens: Areas for Improvement

All requirements are met.

Lounge, Dining Room & Patio: Strengths

Comfortable TV lounge with full DSTV, a library lounge with a fire place, a dining room, kitchen nook area and patio lounge area. Quality furniture and fittings.

Lounge, Dining Room & Patio: Areas for Improvement

All areas are neat and well presented.

Public Areas: Strengths

Not applicable. Large range of public areas available in Marloth Park and surrounding areas.

Public Areas: Areas for Improvement

Not applicable.

General Services & Service: Strengths

Excellent comments in the visitors book regarding the management couple. Large range of personalised services offered including full laundry service, full kitchen services, start the fires in the boma and the braais. Welcome sherry and eats offered. Sweets provided. All facilities explained on arrival.

General Services & Service: Areas for Improvement

Excellent range of personalised services offered. No areas of improvement identified.

Housekeeping Service: Strengths

Outstanding level of house-keeping throughout. Attention to detail.

Housekeeping Service: Areas for Improvement

None. All areas outstanding.

Additional Facilities & Services: Strengths

Large range of quality coffee table books. Airconditioning throughout. Bicycles available for the guests to use.
Free Wi-Fi available.
Welcomed with facecloths and sherry.
Full kitchen and braai facilities with assistance with meal preparations on request.
Gifts for clients.
Binoculars for the clients to use.

Additional Facilities & Services: Areas for Improvement

No areas of improvement identified.

Responsible Environmental & Business Practices: Strengths

Water and electricity saving signs. Biodegradable products used. Energy saving and LED lights used.

Water saving fittings. Dual flush toilets.

Involved in local community projects and initiatives.

Ongoing staff development and training.

Large range of information provided.

Responsible Environmental & Business Practices: Areas for Improvement

All areas are compliant.

UA: Strengths

No UA assessment done.

UA: Areas for Improvement

Not applicable.

Score Summary

Overall Assessment	Score	Outcome
Overall Impression	95%	Five Star
Criteria Scores		
Building Exterior	84%	
Bedrooms	99%	
Bathrooms	96%	
Kitchens	99%	
Lounge, Dining Room & Patio	100%	
General Services & Service	98%	
Housekeeping Service	100%	
Additional Facilities & Services	40%	
Responsible Environmental & Business Prac	79%	

UA Deficiencies Report

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