



TOURISM GRADING COUNCIL
OF SOUTH AFRICA

Quality in Tourism

S'tiba Guest House

Germiston, Gauteng

Member Id: 331017805

Three Star Guest House

Assessor: Khuselwa Tyatya

Visit: 4 May 2018

Executive Summary

Summary

S'Tiba guesthouse is an accommodation establishment in moloko crescent in Spruitview, Katlehong, Germiston. Twelve en-suite bedroomed, spacious guesthouse that is clean, inviting, warm and affordable with professional staff compliment. This establishment has worn numerous certificates of excellence, and when you enter , it is very easy to see the reasons.

Building Exterior: Strengths

This guesthouse offers a clean, tidy ,very good appearance, maintenance and condition buildings and grounds with no obvious maintainance issues. Remote working huge gates and a safe covered parking.

Building Exterior: Areas for Improvement

The intercom is a bit out of the drive way, forcing one to get out of the car to press it, unless you turned very close to it,this can not be safe for ladies in the evenings. More lights are required in the parking at night.

Bedrooms: Strengths

Their bedrooms are spacious with very good overall impression. All the doors are lockable, both from the inside and from outside. Good hanging space in all rooms, good lighting and great flooring and ceilings. Functional, remote colour televisions in all rooms. Very good window coverings, ventilation and bedding. Spare bedding is available on request. all the beds are big enough with a good cotton linen and enough pillows per guest sleeping position. Bedrooms are equipped with morrors, international plugs and bedside lamps. Very good minimal decoration and fit for purpose.

Bedrooms: Areas for Improvement

They could have notices for the guests, such as the "no option " for linen and towels; switching off of lights when not in the rooms to ensure there is constant energy and water saving. There is no clear indication on the laundry services, are they for the guesthouse only or also can be used for guests.

Bathrooms: Strengths

En-suite with an impervious surface on walls, floors and ceilings.All fixtures and fittings are in working order, with a good flow of hot/cold water from the taps. Seperate showers with great glass doors. A very good quality , clean hand, and bath towels are provided per guest. all areas have very good lighting and ventilation.

Bathrooms: Areas for Improvement

Make use of bigger mirrors that are conveniently place for guest use. Add those rubber mats inside the showers, ensuring guest safety when inside. Improve the colour of the bathroom mats.

Shared Areas: Strengths

Their decor is simple but effective. Old fashioned a bit, but very captivating. All the furniture and fixtures are modern with good appearance in condition and are well maintained. Their balcony/ patio area gives great opportunity for fresh air and relaxation, giving that township view. All seating areas are of an acceptable size, quality and condition with good layout and space to move around.

Shared Areas: Areas for Improvement

All in good condition and less improvement required.

General Facilities: Strengths

The guesthouse have tea/coffee stations on each room, with enough space and dedicated power points. All the general facilities are in working order and sufficient. Presentation of all items within the facility is very good.

General Facilities: Areas for Improvement

More packaged ingredients need to be placed in the bedrooms. Have filter coffee or machines available in the property. Offer extra facilities, such as rusks or biscuits.

Dining Facilities: Strengths

Sufficient table and chairs. Good decor and furniture. Very good floors, lighting and ventilation all around the dining area. Professional presentation of meals. Very good table appointments. All food is well presented and served at correct temperature, taking into account dietary requirements.

Dining Facilities: Areas for Improvement

Have in place menu order papers for all guests, ensuring that only those that need breakfast are helped. Avoid food wastage, by ordering meals in advance and the specific times.

General Services & Service: Strengths

S'tiba guesthouse offers good service, professional and clear communication upon checking-in. Staff wears uniforms. They have a reception area. Prompt reservation and check-in systems and have the ability to keep guest records. Laundry service is on request. They offer an unobstructive, polite and courteous service. They ensure that guest bills are correct with all details explained.

General Services & Service: Areas for Improvement

Improve business facilities and add all the equipment that will be used by their clients. Have portage services with a trolley since they have a lot of rooms.

Housekeeping Service: Strengths

The housekeeping service is very good, as they clean the rooms and the facility daily. Change of bedding and towels daily. All the bins are emptied. All bed linen, duvet covers are changed at least every 2 days when there is no occupancy and for each guest or on request. A No change option is communicated upon guest arrival and familiarisation.

Housekeeping Service: Areas for Improvement

Have notices for no change options and switching off of lights, to ensure that all guests understand what they are required to do.

Additional Facilities & Services: Strengths

The facilities has a mini conference centre, a mini gym with a live in aerobics instructor. Very good braai facilities. They sometimes host events on their dining areas for community.

Additional Facilities & Services: Areas for Improvement

The conference centre should be prepared thoroughly, to add it on the booking combo. More renovations should be made on the conference rooms.

Responsible Environmental & Business Practices: Strengths

Water efficient dishwashers are installed. There is minimal garden area that needs watering. The landscaping is designed to reduce water requirements. Detergents are biodegradable. They installed energy saving light bulbs and ensures that their staff compliment is constantly knowledgeable and improved.

Responsible Environmental & Business Practices: Areas for Improvement

Have " Notices" for bed linen and towel change in the rooms, to ensure that water is saved constantly. Make use of energy-saving light sensors in the corridors etc. Make use of the solar power initiatives and find ways to reduce flushing.

UA: Strengths

Their rooms on the ground could be used by disabled guests, although there are few renovations that are required. Less staircases within the premises. The rooms are spacious with big open showers, that can be used for mobility guests.

UA: Areas for Improvement

More information is required by the guesthouse regarding this new criteria. They request to be included in all future workshops and all initiatives regarding ways to become compliant.

Score Summary

Overall Assessment	Score	Outcome
Overall Impression	62%	Three Star
Criteria Scores		
Building Exterior	62%	
Bedrooms	67%	
Bathrooms	66%	
Shared Areas	61%	
General Facilities	88%	
Dining Facilities	54%	
General Services & Service	56%	
Housekeeping Service	63%	
Additional Facilities & Services	36%	
Responsible Environmental & Business Practices	65%	

Criteria Not Met

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Additional Feedback

13 **General Facilities**

13.1 **Tea / Coffee Making Facilities**

13.1.11 Rusks or biscuits

On request

18 **Responsible Environmental & Business Practices**

18.3 **Energy Management**

18.3.6 Signage reminding guests to switch off lights and electronic appliances when leaving the room.

Guests are told when they check-in