

## Park House Hotel

Sandringham, KING'S LYNN, Norfolk, PE35 6EH

### Summary

STAR RATING

★★★

DESIGNATOR

Hotel

QUALITY SCORE

81%

*Breakfast Award*

---

VISIT DATE

23 November 2017

VISIT TYPE

Overnight Assessment

CONTACT

Mrs Tess Gilder Manager

---

Following this year's overnight assessment, Park House Hotel retains a comfortable Three Star Hotel rating. The Breakfast award is also retained.

The debrief was carried out with Tess Gilder, Manager and Sara, Deputy Manager RN who are happy with the current rating.

General maintenance has taken place since the last assessment. There are plans for bedroom refurbishment in 2019.

# Quality Rating

## How the Overall Quality Rating is Achieved

When VisitEngland assessors visit your property, they will evaluate and give a quality score to all aspects of the accommodation and service.

The total of all these scores establishes an overall percentage score for quality.

Based on this score, establishments will be given an overall quality rating on a scale of One to Five Stars, based on the chart below, as long as all minimum entry requirements for the star rating are met.

1 STAR	2 STAR	3 STAR	4 STAR	5 STAR
30% - 46%	47% - 54%	55% - 69%	70% - 84%	85%-100%

There are five levels of quality ranging from One to Five Stars. To obtain a higher star rating a progressively higher quality and range of services and physical facilities should be provided across all areas with particular emphasis in the following six key areas:

### **BEDROOMS**

1 STAR	2 STAR	3 STAR	4 STAR	5 STAR
30% - 46%	47% - 54%	55% - 69%	70% - 84%	85%-100%

### **BATHROOMS**

1 STAR	2 STAR	3 STAR	4 STAR	5 STAR
30% - 46%	47% - 54%	55% - 69%	70% - 84%	85%-100%

### **CLEANLINESS**

1 STAR	2 STAR	3 STAR	4 STAR	5 STAR
40% - 49%	50% - 64%	65% - 74%	75% - 89%	90%-100%

### **HOSPITALITY**

1 STAR	2 STAR	3 STAR	4 STAR	5 STAR
30% - 46%	47% - 54%	55% - 69%	70% - 84%	85%-100%

### **FOOD**

1 STAR	2 STAR	3 STAR	4 STAR	5 STAR
30% - 46%	47% - 54%	55% - 69%	70% - 84%	85%-100%

### **SERVICE**

1 STAR	2 STAR	3 STAR	4 STAR	5 STAR
30% - 46%	47% - 54%	55% - 69%	70% - 84%	85%-100%

	SCORE	PERCENTAGE	RATING
<b>Hospitality &amp; Friendliness</b>	<b>32</b>	<b>91%</b>	<b>5 Star</b>
Booking	5		
Arrival	5		
Lounge	4		
Bar	4		
Restaurant	5		
Breakfast	4		
Departure Service	5		
<b>Service &amp; Efficiency</b>	<b>33</b>	<b>82%</b>	<b>4 Star</b>
Booking	5		
Arrival	5		
Lounge	4		
Bar	4		
Restaurant (Food)	4		
Restaurant (Drink)	4		
Breakfast	3		
Departure Service	4		
<b>Cleanliness</b>	<b>30</b>	<b>100%</b>	<b>5 Star</b>
Bedrooms	5		
Bathrooms	5		
Dining Area	5		
Public Areas	5		
Restaurant	5		
Other Public Areas	5		
<b>Food Quality</b>	<b>15</b>	<b>75%</b>	<b>4 Star</b>
Dinner Choice & Presentation	3		
Dinner Quality	4		
Breakfast Choice & Presentation	4		
Breakfast Quality & Culinary Skills	4		
<b>Bedrooms</b>	<b>26</b>	<b>74%</b>	<b>4 Star</b>
Decoration	4		
Furniture/Fittings/Furnishings	4		
Flooring	3		
Beds & Bedding	4		
Lighting/Heating/Ventilation	3		
Bedroom Accessories	4		
Space/Comfort/Ease of use	4		
<b>Bathrooms</b>	<b>22</b>	<b>73%</b>	<b>4 Star</b>
Decoration	4		
Fixtures & Fittings	3		
Flooring	4		
Lighting/Heating/Ventilation	4		
Towels & Toiletries	3		
Space/Comfort/Ease of use	4		
<b>Public Areas</b>	<b>24</b>	<b>80%</b>	
Decoration	4		
Furniture/Fittings/Furnishings	4		
Flooring	4		
Lighting/Heating/Ventilation	4		
Space/Comfort/Ease of use	4		
Stairs/Corridors/WCs/etc	4		
<b>Exterior</b>	<b>12</b>	<b>80%</b>	
Building Appearance	4		
Grounds/Gardens/Frontage	4		
Car Parking	4		

<b>Dining Room &amp; Restaurant</b>	<b>23</b>	<b>76%</b>
Decoration	4	
Furniture/Fittings/Furnishings	3	
Flooring	4	
Lighting/Heating/Ventilation	4	
Table Appointment	4	
Space/Comfort/Ease of use	4	

---

## Hospitality & Friendliness

Throughout the stay, the team were upbeat and extremely friendly.

## Service & Efficiency

Service was willing offered with many needs anticipated.

## Cleanliness

Excellent housekeeping standards noted throughout.

Entrance hall, stairs and landing flooring thoroughly cleaned. Attention is given to high and low areas.

Lounge, dining room and conservatory floorings very well cleaned. Furniture is well polished.

Bedroom carpets are thoroughly vacuumed. Furniture is well polished and due attention is given to drawer and wardrobe interiors. Bed linen is very well laundered.

Bathroom flooring is cleaned to corners. Sanitary ware, chrome and glass finishes sparkle.

Extractors are dust free.

## Food Quality

Well balanced and nutritious dishes are executed with flair. High quality produce is used much of it locally sourced.

The breakfast menu offers a very good choice of starters and hot dishes, again very well executed and attractively presented.

## Bedrooms

Decoration overall is very well applied however some wallpapers are now looking tired. Carpets are practical and of good quality. Fitted and freestanding furniture is varied in quality and provides good storage and surface space. Lighting levels are very well considered although additional lighting at some desk areas could be provided. Heating levels are efficient. Mattresses are firm, supportive and well protected. profile beds are provided. Beds are attractively dressed with quality linen, plump pillows and duvets. Good to see double duvets on single beds. A very thoughtful selection of accessories is provided for the guests convenience. Guest information is comprehensive.

## Bathrooms

Spacious bathrooms which can be adapted to individual guest requirements. Altro flooring is very well fitted. Sanitary ware is well maintained. Lighting, heating and ventilation are efficient. Large, soft and absorbent towelling provided. Toiletries could be of higher quality as discussed. If Out of Eden is the preferred supplier, it is suggested that Ecosentials, Basic earth or Cole and Lewis be considered.

## Public Areas

The lounges and conservatory are very well decorated and have very good quality flooring.

Comfortable seating and occasional furniture are maintained in very good condition. Heating and lighting levels are very comfortable. The bar is situated at one end of the restaurant.

## Exterior

This period property stands majestically in very well tended grounds. Clear signage from the road and within the grounds.

Car parking is very well provided and a turning circle by the entrance to the property allows easy access.

## Dining Room & Restaurant

Very well decorated and having very good quality flooring. Dining furniture is of good quality and the table appointment uses very good quality tableware.

## Rooms Seen

Room 11 occupied. Following a very busy night, I managed to view Rooms 24, 15 and 25 kindly accompanied by Tess and Sara.

## Website Feedback

When carrying out a general Google search on a lap top for hotels near Sandringham, [www.parkhousehotel.org.uk](http://www.parkhousehotel.org.uk) appeared on page two. A further search for hotels with disabled access produced the web site on page one. The web site is fully mobile compatible. A descriptive site with very good imagery and links. The EnjoyEngland logos are displayed and I have emailed the updated versions. The Access Statement is also available. VisitEngland strongly recommend updating the Access Statement to the new Accessibility Guides format. There is no strict timetable for moving over, allowing you to make the switch within a convenient timeframe. For more information and template see: <https://www.visitbritain.org/writing-accessibility-guide>

## Potential for Improvement

Suggestions for consideration include:

Higher quality toiletries

Higher quality preserves at breakfast

The planned refurbishment will certainly enhance the bedroom stock.

## Highlights

Park House Hotel provides very comfortable accommodation in a delightful setting.

Far reaching views over open countryside.

The team are very hospitable and provide a very good level of service.

High standards of housekeeping.

A very good breakfast.

# Minimum Entry Requirements

For a rating to be awarded by VisitEngland, a property must meet all Minimum Entry Requirements and any additional requirements appropriate for the star rating level.

**Name** Park House Hotel

---

**Standard** Hotel

**Designator** Hotel

**Rating** 3 Star Breakfast Award

At the time of our visit, all of the Minimum Entry Requirements and Additional requirements/Key Requirements were provided.

## Specialities (optional)

These have not been awarded or assessed.

# Feedback

This section of the report contains detailed observations, suggestions and advice from your assessor. Suggestions may be acted upon or disregarded, but it is hoped that the information contained within this section of the report will provide you with a valuable management tool and assist in the maintaining and improvement of quality standards for the future.

## Booking Service: Telephone

<b>Booking Call</b>	The booking was made on 6th November and my call was answered promptly by Peter.
<b>Hospitality</b>	Peter had a polite and upbeat manner
<b>Room Offering</b>	I asked to speak to Tess Gilder as I could not make a booking in the normal manner. A vacant room was offered with the price for dinner, bed and breakfast noted.
<b>Policies</b>	A very in depth booking procedure with health matters and needs requested via a questionnaire.
<b>Personal Details Recorded</b>	All relevant personal details were recorded
<b>Dinner</b>	A D,B and B rate was quoted
<b>Facilities</b>	Facilities well described
<b>Confirmation</b>	Several email communications were received and a personalised call from the Care Manager

## Arrival Service

<b>Registration Procedure</b>	I was asked to register on arrival
<b>Hospitality</b>	An excellent welcome received on arrival at 15.20 with questions asked about my journey
<b>Morning Call</b>	Morning call offered but declined
<b>Newspaper</b>	Offered and I was advised that my paper would be in the restaurant at breakfast
<b>Table Reservation</b>	Dinner timings were confirmed
<b>Services</b>	All services were explained
<b>Room Directions</b>	I was escorted to my room and health and safety issues were discussed
<b>Luggage</b>	Help was offered with my luggage

## Departure Service

<b>Billing</b>	My bill was presented for checking
<b>Hospitality</b>	Excellent conversation on check out at 9.30
<b>Satisfaction</b>	I was asked if I had enjoyed my stay
<b>Payment</b>	Payment by credit card effected promptly and a headed receipt given
<b>Luggage</b>	Help was offered with my luggage

## Lounge

<b>Service Efficiency</b>	Guests are served afternoon tea in the conservatory at 4pm. Each guest is given a choice of beverage and delicious home made cakes.
<b>Hospitality</b>	Very friendly team

## Bar

**Service Efficiency** (Gin and tonic) - drink dispensed well although not all accompaniments were on the bar

**Hospitality** Very good conversation

## Restaurant

**Staff** Good level of team members to serve dinner

**Hospitality** Very friendly conversation

**Greet & Seat Efficiency** It was discussed during afternoon tea whether I would like to join a table or sit on my own. I opted for the former and joined a table of three delightful gentlemen

**Menu Knowledge** The menu is self explanatory

**Service/Ordering Efficiency** My order was taken during afternoon tea. Each course was served and cleared in good time

**Satisfaction** A check was made for satisfaction and sufficiency

**Wine List Knowledge** Single serve bottles are available in addition to full bottles

**Wine: Glass** I made my choice and the wine was served promptly at the table

**Additional Services** Water was offered. I asked for fresh milk to take to my room and this was attended to promptly

## Breakfast

**Staff** Two team members serving the guests

**Hospitality** Friendly service

**Greet & Seat Efficiency** I sat at the same table as for dinner

**Service Efficiency** I helped myself to the cold starters. My order for hot meal and beverage was taken and served in good time.

**Satisfaction** No checks were made for satisfaction

## Food: Dinner

**Starter** (Smoked Duck Breast) - very good flavours. Served on a fresh lightly dressed salad. Very good quality and presentation.

**Main Course** (Open Fish Pie) - Large chinks of tasty fish cooked to retain moisture. Bound with a tasty cream sauce and served within a mashed potato ring. Served with a selection of fresh vegetables.

**Dessert/Cheese** (Pannacotta) - very good texture and flavours. Very well presented with fresh berries.

## Food: Room/Lounge Service

**Quality** Lounge Service - (Coffee, bread pudding) - coffee of good strength. Delicious bread pudding, just as sticky as it should be!

## Food: Breakfast

**Starter/Buffer** (Grapefruit segments, orange juice, coffee, toast, marmalade) - segments of good quality. Juice chilled and tangy. Coffee of very good strength. Freshly toasted quality bread. Preserves could be of higher quality as discussed.

**Main Course** (Scrambled egg, bacon, sausage, mushroom) - egg light and creamy. Bacon and sausage of high quality and well browned. Mushrooms lightly sauteed. All very well presented on a warm plate.



# Useful Numbers

Customer Services 01256 491111 VisitEnglandAssessmentServices@theAA.com

All establishment enquiries, including assessments, reports, ratings, credit control, signage and logo requests.

 Twitter

@VisitEngland

## VisitEngland Inspection Appeals Procedure

Proprietors who wish to appeal against the results of a VisitEngland assessment carried out at their establishment must follow the procedure outlined below:

1. Any appeal must be made in writing to VisitEngland Assessment Services within 21 days of the original report being received.
2. The Appeal should detail the main reason for the appeal.
3. Should the appeal be about the level of star rating proprietors should ensure that their establishment meets all the necessary minimum requirements outlined in the Quality Standards booklet (a PDF or hard copy may be requested from Customer Services).
4. Appeals will be formally acknowledged within 7 working days of receipt of the appeal together with a form to organise an appeal visit on an overnight basis.
5. The appeal visit will be subject to a non-refundable fee which will not be organised until full payment had been received.
6. Once the application and fee is received, an appeal visit from a member of the senior assessor team will take place within 4-6 weeks of receipt (Subject to the establishment's availability).
7. The findings of the appeal visit will be fed back in the normal way of both discussions and a report following the visit.
8. The outcome of this report will supersede the previous visit and will be final.

Appeal Visit Fees (non-refundable) are available on request from Customer Services.