In-House Accommodation Assessments

For any properties not assessed under the VisitEngland star rating scheme, an evaluation of the in-house assessment process will be undertaken as part of the QAA assessment. Whatever the process used or the symbol awarded, your assessor will be looking to see that it is applied fairly and consistently. Also, that the assessment scheme is described clearly and is easily understood by potential guests.

This part of the QAA assessment will involve visits to a number of the agency’s properties.

Finally

In order to get the most out of the QAA assessment, a full checklist can be requested prior to the assessment. This will allow the agent and their staff to gather the information required and to be fully briefed and prepared ahead of their assessment visit.

For the Quality Accredited Agency fees leaflet, full checklist and application details please contact:

Quality in Tourism (the assessment service for VisitEngland)
Telephone: 0845 300 6996
E-mail: qualityintourism@uk.g4s.com
There are two main elements to the assessment process:

1. The office systems and procedures
2. The quality assurance and grading of properties

For agencies where 100% of their properties carry a VisitEngland star rating, the QAA assessment will cover only the office systems and procedures. For those where some or all of the properties let do not carry a VisitEngland star rating, both elements of the assessment will apply. The cost of the assessment will depend on whether both or only one element of the assessment process is required.

Office Systems and Procedures

The aim of this part of the assessment process is to ensure that the agency is operating in a safe, legal, efficient and customer-focused manner. The QAA assessment process is robust and thorough, but the main focus of the assessor will be to offer help and advice to the agent. It might be that the QAA endorsement can be made immediately following the assessment visit, or it might be that it is given following the implementation of suggestions made by the assessor.

Health and Safety
- Do all properties have a current Fire Risk Assessment document? Does the agency hold a copy or have evidence of it on file?
- Do all properties that require a Gas Safety Certificate have an in-date certificate? Does the agency hold a copy or have evidence of it on file?
- Are Carbon Monoxide detectors fitted where required?
- Do all properties carry Public Liability Insurance and how can the agency demonstrate this?
- What is the agency’s procedure and policy for Electrical Safety and other health and safety issues?

Booking Procedures
- How are customer bookings handled - online or via the telephone?
- Are booking terms and conditions made clear prior to booking?
- Are payments taken and handled securely?
- Is any cancellation policy clear and available to potential customers?

Arrival/Departure Procedures
- What is the standard arrival procedure?
- Is there an out-of-hours arrival procedure?

Customer Satisfaction Survey
- Is a survey of customers’ views undertaken?
- How are the results of the survey used?

Complaints Procedure
- Is there a clearly advertised complaints procedure?
- Are complaints only addressed during a customer’s holiday and if so is this made clear?

Emergency Contact Procedures
- Are there good processes and procedures in place for customers to be able to get help and assistance in an emergency, both in and out of office hours?

Housekeeping
- Who is responsible for housekeeping within the properties?
- How does the agent ensure high standards of housekeeping are maintained?

Website Review
The assessor will carry out a full review of the website prior to the assessment visit to the agency and will be able to offer advice about how any improvements might be made to the customer interface and information provided.