

Tourism Victoria

09-08-2012

Evaluation # 2826

Survey: Accommodation

YOUR LOCATION

Limetree Hideaway
MP145

Location: Limetree Hideaway
Local Region: Mornington Peninsula
[Alva Hemming](#)
Regional Tourism: Mornington Peninsula
Product Region: Mornington Peninsula
[Alva Hemming](#)

SCORE DETAILS

Location avg (1)	100%
Local Region avg (6)	93%
Regional Tourism avg (6)	93%
Product Region avg (6)	93%
Company avg (60)	90%

- N/A answers are omitted from scoring. (total possible points will vary from Evaluation to Evaluation)
- Scores are capped at 100%.
- YTD Range 01-07-2012 thru 30-06-2013.

YOUR SCORE

100%

62/62 points



YOUR AVG SCORE (YTD)

100%

1 Evaluation



YOUR LAST SCORE

--%



AVE SCORE OF ALL AUDITED ACCOM IN VICTORIA

90%

60 Evaluations

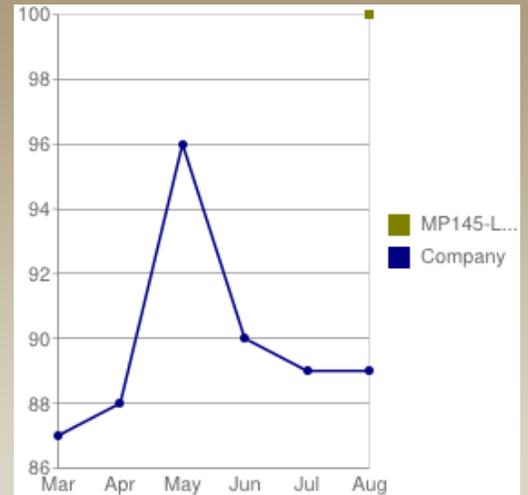


YOUR RANKING IN COMPARISON TO OTHER AUDITED ACCOM ACROSS THE STATE

1/60



YOUR SCORE TREND COMPARED TO STATE ACCOM AVE (AUDITED)



THIS VERSUS YOUR LAST SCORE



100%
This Evaluation



--%
Last Evaluation

MP145: LIMETREE HIDEAWAY: YTD

Location	100%
Company	90%
Your Rank	1/60
Your Percentile	100th

SECTIONAL SCORES

Overall : (62/62)	100%
Overall Qualitative Results : (70/70)	100%

SECTIONAL SCORES

Overall : (62/62)	100%
Planning / Booking / Enquiry : (5/5)	100%
Marketing Collateral : (5/5)	100%
Access / Signage / Parking : (4/4)	100%
First Impressions / Checkin : (5/5)	100%
Presentation : (9/9)	100%
Amenities : (2/2)	100%
Accommodation : (17/17)	100%
Food & Beverage : (6/6)	100%
Regional Knowledge : (4/4)	100%
Departure : (5/5)	100%

SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	 100%	--%	--%
Planning / Bookin...	 100%	--%	--%
Marketing Collateral	 100%	--%	--%
Access / Signage ...	 100%	--%	--%
First Impressions...	 100%	--%	--%
Presentation	 100%	--%	--%
Amenities	 100%	--%	--%
Accommodation	 100%	--%	--%
Food & Beverage	 100%	--%	--%
Regional Knowledge	 100%	--%	--%
Departure	 100%	--%	--%

QUESTION	SCORE	ANSWER
Please list the name and address of the location you visited if it is not listed above:		As above
Date audit performed:		9/8/2012
Time audit performed:		5:00 PM
Please enter the accommodation expenses you have been charged (including breakfast). This figure should not exceed what is on your expense form. If the expense amount is over the company accommodation limit you have to seek approval for the additional expense.		\$300

PRE-TRIP EXPERIENCE

PLANNING / BOOKING / ENQUIRY 100% (5/5)

1. Date of telephone call:		24/7/2012 dd/mm/yyyy
2. Time of telephone call:		9:45 AM
3. Number of rings before the telephone was answered:		4
4. Was the venue clearly identified within the greeting?	1/1	Yes
5. List greeting		Dunnes Estate, Roger speaking.
6. Did the person identify himself / herself?	1/1	Yes
7. Person's name / description:		Roger = M1
8. Was the person willing to be of assistance:	1/1	Yes
9. Did the person freely offer information on the venue:	1/1	Yes
10. Did the person encourage you to make a reservation / visit?	1/1	Yes

11. PLEASE EXPLAIN YOUR RESPONSES TO THE ABOVE QUESTIONS:

My enquiring call was answered quickly and professionally. M1 was exceptionally helpful and informative, and proactively provided advice on the nature of the accommodation, other packages and activities which the venue could assist in organising, along with all related administrative details. Reference was also made to the venue website.

In the first instance, I decided to book via the venue website, however, having experienced an operator error in the process, I called M1 again and he offered to complete the booking over the phone. This process was managed efficiently and professionally with M1 providing detailed advice as to how the monies would be charged off my card.

After the booking was complete, M1 dispatched an email with detailed and informative information about the accommodation experience, other services / activities available in the area, recommended eateries in the vicinity and other sites of interest. This email was thorough, helpful, articulate and professionally tailored.

The two phone calls and email interaction with the venue were of the upmost standard and set a high level of expectation for the quality of the accommodation experience.

MARKETING COLLATERAL 100% (5/5)

WEBSITE

12. Did the venue have a website? * (If the answer was 'no' list any comments and go to Q23.)	0/0	Yes
13. HOW DID YOU FIND OUT ABOUT THE WEBSITE?		
It was the first hit utilising a Google search with key words "Dunns Creek, Limetree Hideaway".		
14. Was the website easy to locate?	1/1	Yes
15. Did the website download easily?	1/1	Yes

16. Was the website easy to navigate?	1/1	Yes
17. Did the website contain all the information you required?	1/1	Yes
18. Was the website up to date?	1/1	Yes
19. Were you satisfied with the website? *	0/0	Yes

20. PLEASE EXPLAIN YOUR RESPONSES TO THE ABOVE QUESTIONS:

The website was professionally constructed, thorough and thoughtful in detail, and intuitive to navigate.

The font/print and photos used within the website enhanced the content without being distracting. The website included general information on the wider Estate (including cellar door experience, order forms and functions / events information), as well as information specific to the accommodation. The latter being the focus of this shop.

The information in the accommodation section included a photo gallery allowing the client to walk through the accommodation. This was a great inclusion to the website as it enabled the client to determine if the accommodation would suit their needs.

The accommodation section also contained rates and booking availability as well as the tools to book online. It detailed other packages offered by the venue, including those offered in conjunction with other local venues.

These packages appeared good value for money and were a great source of inspiration to make the experience more unique / special.

After perusing the website, I had no residual questions as to the nature of the accommodation. The calibre of the website added to the expectation, initially established during the enquiring phone call as to the quality of the accommodation experience.

BROCHURE

21. Did the venue have a brochure? * (If answer was 'no' list any comments and go to Q28.)	0/0	No
22. If the brochures were sent to you did they arrive within five business days?	0/0	
23. Were you able to follow the brochure layout easily?	0/0	
24. Was the brochure accurate / up to date?	0/0	
25. Did the brochure provide you with adequate information?	0/0	
26. Were you satisfied with the brochure(s)? *	0/0	

27. PLEASE EXPLAIN YOU RESPONSES TO THE ABOVE QUESTIONS:

Whilst a brochure was not noted on the website, the venue did dispatch an information package as part of the booking process.

ARRIVAL EXPERIENCE

ACCESS / SIGNAGE / PARKING 100% (4/4)

28. Was there adequate directional signage to assist you to locate the venue?	1/1	Yes
29. Were the entrances clearly visible?	1/1	Yes
30. Were the roads / pathways well maintained?	1/1	Yes
31. Was the parking adequate for the volume / type of traffic?	1/1	Yes

32. PLEASE EXPLAIN YOUR RESPONSES TO THE ABOVE QUESTIONS:

As a part of the booking process, detailed and accurate directions to the venue were provided.

The venue was signposted clearly at the turnoff point from the main road. The signage was visible from both driving directions. The specific turnoff to the venue had large and clear signage.

The off-road from the main road was not sealed. It was not capable of taking two way traffic, however points along the road were suitable to pull over enough to allow traffic from the opposite direction passage. This road was in reasonable repair and was not an inhibitor to the average city (ride-height) car. The private access road into the property was in good condition.

Accommodation specific parking was available. This was separate to the parking available for others visiting only the cellar door at the venue.

FIRST IMPRESSIONS / CHECKIN 100% (5/5)

33. Externally did the venue appear to be in good repair / well maintained?	1/1	Yes
34. Did this venue offer a face to face checkin experience? * (If 'no' go to Q41.)	0/0	No
35. Were you acknowledged within an appropriate timeframe?	0/0	
36. Were the staff suitably presented?	0/0	
37. Were the staff easily distinguished from the customers?	0/0	
38. Name or describe the person who served you?		
39. Were you greeted with: (Select one or more)	0/0	
40. Was your arrival handled with a minimum of fuss? (Go to Q43.)	0/0	

The following questions should only be answered if the answer to Q.34 was 'No'.

41. Were you clearly advised of the procedure for entry into this venue prior to arrival?	1/1	Yes
42. Were you able to gain access to the venue with a minimum of fuss?	1/1	Yes

The following questions should be answered regardless of the type of checkin service experienced.

43. Did you feel welcome / relaxed?	1/1	Yes
44. Were you given adequate orientation information about the venue either prior to arrival or at checkin?	1/1	Yes

45. PLEASE EXPLAIN YOUR RESPONSES TO THE ABOVE QUESTIONS:

The venue was in excellent condition, both externally and internally.

Whilst the option existed to meet the owners on site to take possession of the accommodation key, the alternate option of the key being in the accommodation door was also available. As we elected the later, we arrived to the accommodation without the need for a face to face check-in.

This procedure was discussed via the phone call with M1. Detailed and accurate orientation information was provided during both the phone call and email interaction with M1. This information was also detailed on the venue website.

PHYSICAL AMENITY

PRESENTATION 100% (9/9)

46. Were all public areas within the facility well signed?	1/1	Yes
47. Were all non public areas within the venue well signed?	1/1	Yes

When answering the next question consider ALL signage in the venue. For example there may be exit signs, signage/posters explaining evacuation procedures, instructional signage on how to work appliances or some other signage.

48. Were all signs professionally written?	1/1	Yes
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49. Were all areas of the venue clean (entrance, foyer, room)?	1/1	Yes
50. Were all areas of the venue neat / tidy?	1/1	Yes
51. Were all areas of the venue pleasantly decorated?	1/1	Yes
52. Were all areas of the venue appropriately lit?	1/1	Yes
53. Were there adequate rubbish bins available?	1/1	Yes
54. Did the venue have adequate level access?	1/1	Yes

55. PLEASE EXPLAIN YOUR RESPONSES TO THE ABOVE QUESTIONS:

Public and non-public areas were readily recognisable on the wider property.

The entirety of the accommodation was accessible by the visitor with exception of a kitchen cupboard which was locked. The venue was immaculately clean and beautifully presented. The venue had a consistent decorative theme projected through the choice of paints, furniture and art pieces. The effect was tasteful and welcoming and the attention to detail throughout was exemplary. The accommodation had a wonderful sense of light and space and had been designed to attain optimal views of the orchard and larger grounds.

The accommodation would be accessible by persons of various levels of mobility.

AMENITIES

56. Did the room have its own bathroom? *	0/0	Yes
57. Were disabled bathroom facilities available? *	0/0	Yes
58. Were the toilets fitted with dual flush systems? *	0/0	Yes
59. Were the showers fitted with waterwise showerheads? *	0/0	No
60. Was the bathroom hygenically clean?	1/1	Yes
61. Was the bathroom well serviced (toilet paper, hand soap, toiletries)?	1/1	Yes

62. PLEASE EXPLAIN YOUR RESPONSES TO THE ABOVE QUESTIONS:

The accommodation had an expansive bathroom incorporating, toilet, shower and bath. The sense of space and light in the bathroom was impressive and the floor to ceiling glass panels across one side (which overlooked a private Asian inspired garden) was in-line with the attention to detail and the effect projected by other elements of the accommodation.

Whilst the shower head did not appear to be a waterwise fixture, a clear notice to visitors was provided advising the water for the accommodation was run off a tank, and asked visitors to be water conscious.

The size of the bathroom would accommodate any level of mobility of a person.

The servicing of the bathroom was exemplary. Thoughtful touches, such as bubble bath for the bath and individual care packs (male and female) were also available.

ACCOMMODATION EXPERIENCE

ACCOMMODATION 100% (17/17)

63. Were you escorted to your room / given adequate directions?	1/1	Yes
64. Was the room adequately sized?	1/1	Yes
65. Did the room have adequate climate control?	3/3	heating cooling ventilation
66. Was the linen clean?	1/1	Yes
67. Was the linen in good condition?	1/1	Yes

68. Were there additional pillows available?	1/1	Yes
69. Was there additional bedding available to accommodate different sleeping temperature requirements i.e. blankets, doonas, etc.?	1/1	Yes
70. Was there suitable storage for clothes and cases?	1/1	Yes
71. Was the mattress satisfactory?	1/1	Yes
72. Were the pillows satisfactory?	1/1	Yes
73. Was there a service directory available to assist you to maximise your visit?	1/1	Yes
74. Was all equipment in good working order?	1/1	Yes
75. Did all of the equipment have instructions where required?	1/1	Yes
76. Where provided, were tea / coffee / milk well stocked?	1/1	Yes
77. Where provided, was the minibar well stocked?	0/0	N/A
78. Did the host (s) / staff maintain an appropriate balance between being available for your assistance and providing you with your privacy?	1/1	Yes

79. PLEASE EXPLAIN YOUR RESPONSES TO THE ABOVE QUESTIONS:

The accommodation had one bedroom. It was of a generous size and had a wall mounted TV. There was a walk-in wardrobe of a large size that easily accommodated unpacking of many suitcases. The wardrobe included ample draw and hanging space. There was excellent lighting throughout bedroom and accommodation, with networking of which enabled the lighting to provide any number of effects. Heating was available to the entire accommodation via the well placed (and very romantic) fireplace. Fans were available within the bedroom.

Thoughtfully, the venue also provided gumboots to allow the visitor to experience the wider property without muddy-ing their own shoes.

The bed's mattress and pillows were high quality as were all the provided fittings. There were extras of everything available.

All appliances had clear and easy to follow instructions (included in the general information / directory). The general information / directory was thorough and included not only information specific to the venue, but information on sites / points of interest in the broader vicinity. The guide on eateries and wineries was very helpful in shaping the other aspects of our visit.

The accommodation had a kitchen complete which was fully equipped including provisions for hot beverages and all breakfast associated foods.

As a part of the booking process, the hosts proactively enquired as to the level of interaction we wished to have with them during the visit. Having flagged we were after a weekend of solitude, the hosts respected this completely.

FOOD AND BEVERAGE EXPERIENCE

FOOD & BEVERAGE 100% (6/6)

80. Were you clearly advised of the food and beverage service options available at this venue?	1/1	Yes
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As part of this audit you are only required to audit one aspect of the venue's Food and Beverage service. Please choose only ONE of the following areas:

81. Which of the following food and beverage options did you experience? *	0/0	Self-serve provisions
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DINING ROOM SERVICE

82. Was there music playing in the venue? *	0/0	
83. Was the music style appropriate?	0/0	
84. Was the music volume appropriate?	0/0	
85. Name or describe the person who served you?		
86. Was the service prompt?	0/0	

87. Was the service efficient?	0/0
88. Were the staff helpful?	0/0
89. Were the staff friendly?	0/0
90. Was your order served in a timely manner?	0/0
91. Was the table cleared in a timely manner?	0/0
92. Was the table cleared in an efficient manner? (Go to Q98.)	0/0

ROOM SERVICE

93. Were there adequate instructions about placing an order?	0/0
94. Was your order delivered at the requested time?	0/0
95. Were you politely advised about the arrival of your order? (Go to Q100.)	0/0

SELF-SERVE PROVISIONS OR SELF CATERING ACCOMMODATION

96. Were there adequate crockery, cutlery, utensils, etc. available to prepare and serve your meal?	1/1	Yes
97. Were there adequate condiments available i.e. salt, pepper, sauces, etc. to complement your meal?	1/1	Yes

The following questions should be answered regardless of the type of food and beverage service experienced.

98. Were any special requests / problems handled to your satisfaction?	1/1	Yes
99. Was there sufficient variety on the menu/self service offering?	1/1	Yes
100. Was there an emphasis on regional food? *	0/0	Yes
101. Was the menu and specials explained to you?	1/1	Yes
102. Was your order served accurately?	0/0	N/A
103. Was your food visually appealing? *	0/0	Yes
104. Were you satisfied with the quality of the food? *	0/0	Yes
105. Were you satisfied with the quantity of food? *	0/0	Yes
106. Were you satisfied with the quality of the beverages? *	0/0	Yes

107. PLEASE EXPLAIN YOUR RESPONSES TO THE ABOVE QUESTIONS:

The accommodation had a completely equipped, self-contained kitchen. The equipment allowed for any variety of cooking. The kitchen had a coffee machine (with coffee pods), microwave, oven, stove top and dishwasher.

Complete and generous breakfast provisions were included. These catered to all tastes from continental to cooked breakfasts, juice and milk. The eggs were sourced from the property's chickens and visitors were encouraged to keep appropriate scraps for them. I found this a delightful idea. The bin had a recycle component which again, was very eco-friendly. Fresh fruit and even some lollies were also provided within the accommodation. There was an emphasis on regional food with some of the cereal and the jams provided being local produce. The venue also had a stock of wine for purchase at a very reasonable cost.

The quality of goods provided was excellent and generous. As a part of the booking process, the equipment within the kitchen and the goods that would be provided were clearly advised and consultation occurred with regards to preferences for some food stuffs.

REGIONAL KNOWLEDGE

108. Did you have the opportunity to interact with staff during this visit? * (If 'no', go to Q112.)	0/0	Yes
109. Did staff actively promote the region to you?	1/1	Yes
110. Did staff display a good knowledge of local product?	1/1	Yes
111. Did staff confidently relay their product knowledge to you?	1/1	Yes
112. Were you offered or provided with a variety of brochures about and / or directions to local / regional product?	1/1	Yes

113. PLEASE EXPLAIN YOUR RESPONSES TO THE ABOVE QUESTIONS:

Whilst we did not interact with staff during the visit, during the enquiring phone calls and email interaction, the topic of regional knowledge was covered.

In the latter context, the staff actively and concisely advised on regional information designed to assist with maximising our visit. This information was both in-depth and covered a large span of activities / sites of interest and was replicated on both the website and in the directory found in the accommodation itself. Having pursued several of the suggestions of the venue, it can be reported that the information provided was accurate.

DEPARTURE EXPERIENCE**DEPARTURE 100% (5/5)**

114. Were there any formal systems in place to capture your feedback (in house survey, online customer 1/1 satisfaction surveys, etc.)?	1/1	Yes
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115. Name or describe the person who served you. (This field is applicable if you interacted with a different person during the departure process) If not applicable please place N/A in field.		N/A
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116. Did any of the staff enquire about your stay prior to your departure?	1/1	Yes
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117. Was anything said or done to encourage a return visit?	1/1	Yes
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118. Were you offered a pleasant parting comment?	1/1	Yes
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119. Was your account processed efficiently?	1/1	Yes
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120. Were you issued with a receipt / tax invoice? *	0/0	Yes
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121. PLEASE EXPLAIN YOUR RESPONSES TO THE ABOVE QUESTIONS:

A tax invoice was provided on request, being left at the front door of the accommodation so as not to interrupt our visit. I found this thoughtful and in-line with the venue's / operator's actions throughout the entire experience.

A comment book was located within the accommodation. It was well populated and a clear reflection of the quality of the venue.

We did not conduct a face-to-face departure. For our post departure, the operator sent a delightful email thanking us for our custom, encouraging a repeat visit and asking for any feedback to improve their service. This email impressed as genuine and reflective of a venue serious about providing a continuously quality service.

SUMMARY**122. HOW WERE THE EXPECTATIONS FOR YOUR VISIT GAINED (I.E. WORD OF MOUTH, WEBSITES VISITED, PHONE ENQUIRY, PREVIOUS EXPERIENCE, ETC)**

Expectations were gained by phone enquiry and shaped by email interaction and perusal of the website.

123. Were your expectations met? *	0/0	Yes
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124. PLEASE EXPLAIN YOUR ANSWER (I.E. EXPECTATION MET, EXCEEDED, NOT MET, DIFFERENT AND WHY)

Expectations were exceeded. From the phone enquiry and other initial interactions, I expected a professionally run venue catering to those seeking a reasonably secluded hideaway. What I didn't expect but was thrilled by, was the attention to detail and thoughtfulness the operator applied to achieving this experience for the visitor.

125. Did the experience represent value for money? *	0/0	Yes
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126. Would you recommend this experience to others? *	0/0	Yes
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127. Would you come back again? *	0/0	Yes
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128. PLEASE LIST ANY OTHER COMMENTS ABOUT YOUR VISIT?

This accommodation offered more than just a place to getaway. It offered a relaxing experience with a difference provided by its location and the efforts of the provider.

Value for money was excellent and we are already planning a return trip.

Please enter your overall 'holistic' score between 1-10 (where 1 is poor and 10 is excellent) for each section of the survey.

OVERALL QUALITATIVE RESULTS 100% (70/70)

129. Overall quality of the Pretrip experience (includes Planning / Enquiry / Booking, Collateral Website & 10/10 Brochures):	10/10	10
130. Overall quality of the Arrival Experience (includes Access / Signage / Parking, First Impressions / Checkin / Ticketing)	10/10	10
131. Overall quality of the Physical Amenity (includes Presentation and Amenities):	10/10	10
132. Overall quality of the Accommodation experience:	10/10	10
133. Overall quality of the Food and Beverage experience:	10/10	10
134. Overall quality of the Regional Knowledge provision:	10/10	10
135. Overall quality of the Departure experience:	10/10	10

*** PLEASE NOTE QUESTIONS DISPLAYING AN ASTERISK AT THE END DO NOT CONTRIBUTE TO THE OVERALL SCORE AND ARE NOT INCLUDED IN THE SECTIONAL SCORES.**