

Company URN: 68449
 Property URN: 12795
 Property Name: Hoy Centre
 Date of Visit: 14/09/2015
 QTA Name: Craig Mitchell
 Rooms Viewed: All rooms
 Shower Ratio: 1:4

Grading: **4 Star Hostel**

Overall Score: **167 / 200 83%**

Minimum score in critical areas 68%

Summary and Overview of Assessment:

Thanks to Fay for taking the time to discuss my visit to the Hoy Centre

I am pleased to confirm that the hostel remains comfortably within the 4 Star bracket. The property benefits from a continued programme of upkeep to maintain the excellent standards.

It has been an eventful year with some major repair work having to be carried out following a flood in the male toilets. This forced a 2 month closure. The Velux window leak has been fixed and the wooden flooring in the main all has been recoated for protection.

I would encourage the hostel to start recycling as its not really acceptable to discard all waste into landfill. There is a recycling facility on the island and this should really be utilised. Guests will expect nothing less in 2015.

I also had a look at your Visit Scotland listing and there is only one image on display. It would be advisable to update this listing with more images of the accommodation and attractions on Hoy. Contact Lee Inkster in the Kirkwall Office on 07827 663251 for assistance with this.

I wish you all the best for the future and please do get in touch if you have any questions.

Exterior	Available	Actual	
1 External Appearance	5	5	
2 Grounds, gardens, parking	5	3	
3 Environment	5	4	
The Exterior is of an overall excellent (4 Star) standard	15	12	80%
Hospitality & Friendliness			
4 Hospitality	5	4	
5 Service & Efficiency	5	4	
6 Security	5	5	
7 Personal Touches & Tourist Information	5	3	
Hospitality & Service is of an overall excellent (4 Star) standard	20	16	80%
Food Quality & Service			
8 Meals Service	N/a		
9 Food Quality - Breakfast	N/a		
10 Food Quality - Dinner	N/a		

Bedrooms			
11	Décor (including pictures etc.)	5	4
12	Furnishings, Furniture, Fittings	5	5
13	Flooring	5	4
14	Lighting & Heating	5	5
15	Beds & Bedding	5	5
16	Space & Comfort	5	5
The Bedrooms are of an overall exceptional (5 Star) standard		30	28 93%
Bathrooms			
17	Décor	5	4
18	Furnishings, Furniture, Fittings	5	4
19	Flooring	5	5
20	Lighting, Heating & Ventilation	5	5
21	Space & Comfort	5	5
The Bathrooms are of an overall exceptional (5 Star) Standard		25	23 92%
Public Areas (including Stairs & Corridors)			
22	Décor	5	3
23	Furnishings, Furniture, Fittings	5	3
24	Flooring	5	4
25	Lighting & Heating	5	4
26	Space & Comfort	5	3
Public Areas are of an overall very good (3 Star) standard		25	17 68%
Dining / Restaurant Areas			
27	Décor	5	4
28	Furnishings, Furniture, Fittings	5	3
29	Flooring	5	4
30	Lighting & Heating	5	4
31	Space & Comfort	5	3
Dining Areas are of an overall very good (3 Star) standard		25	18 72%
Kitchen		Available	Actual
32	Décor & Flooring	5	5
33	Lighting, Heating, Ventilation	5	5
34	Furniture & Fittings	5	4
35	Cookers, Electrical & Gas Equipment	5	5
36	Crockery, Cutlery, Cookware	5	5
37	Space & Comfort	5	4
The Kitchen is of an overall exceptional (5 Star) Standard		30	28 93%
Additional Facilities			
38	Laundry, Drying Room	5	5
39	Extra Facilities, Recreation	N/a	
Additional Facilities are of an overall exceptional (5 Star) Standard		5	5 100%

Cleanliness					
40	Bedrooms		5	4	*
41	Bathrooms		5	4	*
42	Public Areas		5	4	*
43	Dining Areas		5	4	*
44	Self Catering Kitchen		5	4	*
Cleanliness is of an overall excellent (4 Star) tandard			25	20	80%

Notes:

No Grade Awarded	Unacceptable	1% - 33%	No 0s	0
1 Star	Acceptable	34% - 47%	No 1s	0
2 Star	Good	48% - 59%	No 2s	0
3 Star	Very Good	60% - 74%	No 3s	7
4 Star	Excellent	75% - 86%	No 4s	19
5 Star	Exceptional	87% -100%	No 5s	14

Any score of 0 (zero) in any category - No Grade Awarded

- * Marks shown in these sections are carried forward from our last overnight stay. These aspects will be fully re-assessed during our next overnight stay.

Sustainability and Quality Assurance

As sustainable practices have become more and more important to visitors and businesses alike, VisitScotland has been carrying out basic sustainability assessments as part of the VisitScotland Quality Assurance Scheme, as well as providing advice and support on additional opportunities for businesses to be more sustainable.

Our research shows us that the vast majority of businesses are already undertaking a number of basic sustainability actions and in recognition of this VisitScotland is including sustainability actions as a minimum standard in our Quality Assurance scheme from 2015.

This will mean that in 2015 your **business is required to undertake 10 sustainability actions out of 30**, recognising that a very high proportion of businesses are already achieving this right now.

It is important to note that this will not influence your quality grading level in any way but that you must undertake the sustainability actions as one of the minimum requirements to receive your award.

Please see below the number of actions you are already undertaking along with some suggestions for further activity which could benefit your business.

With the view to encouraging continuous improvement, in **2016** we will be asking hostels to **undertake 14 actions out of 30** as a minimum requirement, which 80% of hostels are already doing.

For further advice and support, we have developed a series of **Better Business Guides** and fact sheets to help you enhance your visitor experience and improve service, provide cost saving opportunities and increase business efficiency. www.visitscotland.org/sustainable-business-series.aspx

For more information, please see VisitScotland's Sustainable Tourism web pages on http://www.visitscotland.org/business_support/quality_assurance/sustainability_advice.aspx

If you have any queries please feel free to contact our Industry Sustainability Manager at sustainable-tourism@visitscotland.com

You are currently undertaking 16 out of 30 sustainability actions to at least a basic level.

You are meeting or exceeding the 2015 minimum requirement for sustainability.

Please see below the number of actions you are already undertaking along with some suggestions for further activity which could benefit your business.

Section	number of actions
Energy	5
Water	3
Waste	1
Transport	2
Natural and Cultural Heritage	3
Sustainable Purchasing	1
Sustainable Management	0
Customer and Community Engagement	1

The number of actions is based on the information the Quality & Tourism Advisor could ascertain on the

Hoy Centre

visit, but may not be a full reflection of all activities undertaken.

Waste

Recycling is the processing of used and waste materials into new products and most materials can now be recycled. The Waste (Scotland) Regulations require all businesses in Scotland to segregate all of their paper, card, glass, plastics and metal at source for separate collection. At the same time, increasing landfill tax is often making recycling a more commercially savvy way to deal with waste. By recycling your business's waste and diverting it from landfill, you can help reduce your waste management costs.

Waste

You should provide separate containers in bedrooms for collecting dry-recyclable materials. By making recycling as easy as possible, through clear information and signage as well as separate containers, you can increase the recycling rate of the waste your customers generate.

Waste

For more advice on how to improve your waste practices, you can contact the Resource Efficiency Helpline - 0808 808 2268 or go to www.resourceefficientscotland.com.