

Company URN: 15217  
 Property URN: 12792  
 Property Name: Birsay Hostel  
 Date of Visit: 22/08/2015  
 QTA Name: Craig Mitchell  
 Rooms Viewed: All Rooms  
 Shower Ratio: 1:5

Grading: **3 Star Hostel**

Overall Score: **142 / 200 71%**

Minimum score in critical areas 63%

### Summary and Overview of Assessment:

It was a pleasure to meet you Lorraine and thanks very much for taking time to discuss business following my day visit to Birsay Hostel

With a continuous programme of upkeep, you have consolidated the excellent standards seen throughout the property.

I am very pleased to inform you that you have retained the 3 Star Award. Please do not hesitate to get in touch with me if you have any questions.

I wish you all the best for the remainder of the season.

Exterior		Available	Actual	
1	External Appearance	5	3	
2	Grounds, gardens, parking	5	4	
3	Environment	5	4	
The Exterior is of an overall very good (3 Star) standard		<b>15</b>	<b>11</b>	<b>73%</b>
Hospitality & Friendliness				
4	Hospitality	5	4	
5	Service & Efficiency	5	4	
6	Security	5	3	
7	Personal Touches & Tourist Information	5	3	
Hospitality & Service is of an overall very good (3 Star) standard		<b>20</b>	<b>14</b>	<b>70%</b>
Food Quality & Service				
8	Meals Service	N/a		
9	Food Quality - Breakfast	N/a		
10	Food Quality - Dinner	N/a		
		<b>0</b>	<b>0</b>	<b>N/a</b>

<b>Bedrooms</b>			
11	Décor (including pictures etc.)	5	3
12	Furnishings, Furniture, Fittings	5	4
13	Flooring	5	3
14	Lighting & Heating	5	2
15	Beds & Bedding	5	4
16	Space & Comfort	5	3
The Bedrooms are of an overall very good (3 Star) standard		<b>30</b>	<b>19</b> <b>63%</b>
<b>Bathrooms</b>			
17	Décor	5	3
18	Furnishings, Furniture, Fittings	5	4
19	Flooring	5	3
20	Lighting, Heating & Ventilation	5	3
21	Space & Comfort	5	3
The Bathrooms are of an overall very good (3 Star) Standard		<b>25</b>	<b>16</b> <b>64%</b>
<b>Public Areas (including Stairs &amp; Corridors)</b>			
22	Décor	5	3
23	Furnishings, Furniture, Fittings	5	4
24	Flooring	5	4
25	Lighting & Heating	5	3
26	Space & Comfort	5	3
Public Areas are of an overall very good (3 Star) standard		<b>25</b>	<b>17</b> <b>68%</b>
<b>Dining / Restaurant Areas</b>			
27	Décor	5	4
28	Furnishings, Furniture, Fittings	5	4
29	Flooring	5	4
30	Lighting & Heating	5	3
31	Space & Comfort	5	3
Dining Areas are of an overall very good (3 Star) standard		<b>25</b>	<b>18</b> <b>72%</b>
<b>Kitchen</b>		<b>Available</b>	<b>Actual</b>
32	Décor & Flooring	5	4
33	Lighting, Heating, Ventilation	5	3
34	Furniture & Fittings	5	4
35	Cookers, Electrical & Gas Equipment	5	5
36	Crockery, Cutlery, Cookware	5	3
37	Space & Comfort	5	4
The Kitchen is of an overall excellent (4 Star) Standard		<b>30</b>	<b>23</b> <b>76%</b>
<b>Additional Facilities</b>			
38	Laundry, Drying Room	5	4
39	Extra Facilities, Recreation	N/a	
Additional Facilities are of an overall excellent (4 Star) Standard		<b>5</b>	<b>4</b> <b>80%</b>

**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		<b>25</b>	<b>20</b> <b>80%</b>

**Notes:**

No Grade Awarded	Unacceptable	1% - 33%	<b>No 0s</b>	0
1 Star	Acceptable	34% - 47%	<b>No 1s</b>	0
2 Star	Good	48% - 59%	<b>No 2s</b>	1
3 Star	Very Good	60% - 74%	<b>No 3s</b>	17
4 Star	Excellent	75% - 86%	<b>No 4s</b>	21
5 Star	Exceptional	87% -100%	<b>No 5s</b>	1

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](http://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](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](mailto:sustainable-tourism@visitscotland.com)

*You are currently undertaking 13 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	2
Water	2
Waste	3
Transport	2
Natural and Cultural Heritage	3
Sustainable Purchasing	0
Sustainable Management	1
Customer and Community Engagement	0

*The number of actions is based on the information the Quality & Tourism Advisor could ascertain on the visit, but may not be a full reflection of all activities undertaken.*

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**Energy**

Lighting in areas like lounges, kitchens, bathrooms, corridors and stairs, which is on for long periods of time, should be low energy, such as compact fluorescent (CFL) and LEDs. Replacing older style fluorescent tubes (T12) with newer, slimmer and more efficient options (T5) can also achieve energy and cost savings. Having lighting controls in place like motion sensors or timers where appropriate can also help.

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**Water**

Uncontrolled urinal flushing can use significant amounts of water. Fitting flush controllers or waterless urinals overcomes this problem. Different types of controllers are available (e.g. Timers, presence detectors, pressure valves) as well as waterless urinals, many options can easily be retro fitted and achieve significant water and cost savings. To find out more about possible savings related to water see <http://www.wrap.org.uk/content/rippleffect-water-efficiency-businesses>

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**Management**

Consider drafting and promoting a green policy or statement, which acknowledges the environment in which your hostel operates and your intentions to reduce your impact. Make sure to promote your commitment to customers by having the statement displayed on site, on a notice board for example, and on your website . For more information on how to write an environmental policy please see <http://www.resourceefficientscotland.com/content/key-task/develop-and-share-an-environmental-policy>