



Dear Stakeholder,

03 February 2009

The long awaited review of the grading criteria survey is finally happening! With South Africa's tourism industry growing and the world's largest sporting event, the FIFA World Cup, less than 500 days away, the TGCSA's role in assuring quality accommodation has never been so important.

The review of the grading criteria was one of the key recommendations made by KPMG during the first ever review of the TGCSA since its inception

We urge you to participate in this survey in order to assist TGCSA to become leaders in quality management of tourism accommodation in South Africa

The below easy steps must be followed to ensure TGCSA receive your feedback in good order:

1. Visit <http://www.tourismgrading.co.za/tgcsa/view/tgcsa/en/TGCSADownload.html>
2. Click on the "Download form" button next to the Grading Requirement document you would like to complete. For example:

Backpacker & Hostelling Grading Criteria

Download Form \*

3. Save the document on your hard drive before completing it. Please do not to change the filename
4. Now you are ready to begin your feedback. Open the document in Microsoft Excel. Now you are ready to begin your feedback. Open the document in Microsoft Excel. Please note: if a security alert pops up, follow the steps to enable the content on:
  - For Microsoft Office 1997-2003  
<http://www.tourismgrading.co.za/tgcsa/view/tgcsa/en/Instructions2003.html>
  - For Microsoft Office 2007  
<http://www.tourismgrading.co.za/tgcsa/view/tgcsa/en/Instructions2007.html>

5. Each question has a selection of answers which you can choose from. These are provided in the dropdown box. There is extra space in the text box below the dropdown box for any additional comment/s. For Example:

<b>10 - 9</b>	New buildings – absence of weathering, fresh well-maintained paintwork, an overall clean and "new" look. Older buildings – no unsightly staining, well-maintained paintwork. Visible outbuildings or annexes to be of a similar standard. Good external lighting. Good clear signage. Addition of attractive architectural features.	<input type="text" value="N/A"/>
		<input style="width: 100%; height: 40px;" type="text"/>

6. By default all answers are set to "Not Applicable". If you have no response to a particular question, leave the selection as "Not Applicable".
7. Please note: Each Microsoft Excel document contains multiple sheets. Make sure you provide feedback on all of them.
8. When you are finished giving your feedback on the document, save the file to your hard drive. Remember not to change the filename.
9. To upload the document you have to go to <http://www.tourismgrading.co.za/tgcsa/view/tgcsa/en/TGCSAUpload.html> and follow steps 10 -13.

Upload your completed form here

Browse...

Submit Form \*

10. On the webpage, Click on the "Browse" button
11. On the popup menu, Search for and then select the document you have completed from your hard drive. Click "Open"
12. Click on "Upload form" on the webpage and wait a moment for the document to be uploaded to our database.
13. A message will inform you that the document was successfully uploaded.
14. Follow this step-by-step process for all the other documents you wish to download and complete.

Please send an E-Mail to [Jabulile@tourismgrading.co.za](mailto:Jabulile@tourismgrading.co.za) should you have any queries.

All the survey feedback must reach the TGCSA by no later than 6 March 2009.

The TGCSA Team!

