

ELEVEN HOTEL

Operations & Guest Experience Report

Housekeeping & Maintenance • Arrivals • Guests On Site • Room Cleans • Guest Reviews • Outlets • Financials

Prepared for Eleven Hotel, Plettenberg Bay — Reporting Period: 9 August — 22 September 2026

Generated via the Magnitude App Platform

Executive Summary

This report consolidates operational data from Eleven Hotel's core Magnitude App modules — Housekeeping, Maintenance, Arrivals, Guests On Site, Room Cleans, Guest Reviews, and the F&B outlet checklists — covering 9 August to 22 September 2026. The aim is to connect day-to-day operational performance to actual guest sentiment, so decisions can be grounded in what guests experienced rather than what the team assumed.

The headline finding: staff-logged check-in and check-out impressions (99,8 and 98,1 out of 100) run a few points above the average guest review score of 94,8/100 across 25 public reviews. The gap is small and driven almost entirely by a single low review over a breakfast-service moment — meaning the team's in-the-moment read of a stay is a reasonably reliable predictor of how guests rate the hotel afterwards, though it doesn't catch everything. Where the data adds the most value is underneath this headline number: in the volume and location of housekeeping and maintenance issues, in Philly AI's 913 quality-control interventions across room cleaning and arrivals, and in the measurable spread of cleaning consistency between team members.

186 Housekeeping + Maintenance Issues Logged	94,8/100 Average Guest Review Score	913 Philly AI Interventions	121 Arrivals Logged
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1. Housekeeping — Operational Issue Reporting

This is where staff report day-to-day issues across the property — from a dirty carpet to a stocking note. Below is a breakdown of how many issues are being reported, who is reporting and resolving them, how quickly they get resolved, and where on the property they are occurring.

149 Total Issues Reported	3.4d Avg Resolution Time	1.3d Median Resolution Time	87% Resolved
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Resolution time is based on 129 resolved issues where both a report date and resolution date were captured. The median (1.3d) sits well below the mean (3.4d), which tells us most issues are actually resolved quickly and a small number of long-outstanding items are pulling the average up — those aging items are worth a manual review.

Issues Reported per Person

Philippa Bekker logs by far the most issues, consistent with a hands-on management role walking the floor. Evans Eleven and Bianca Snyman are also active reporters.

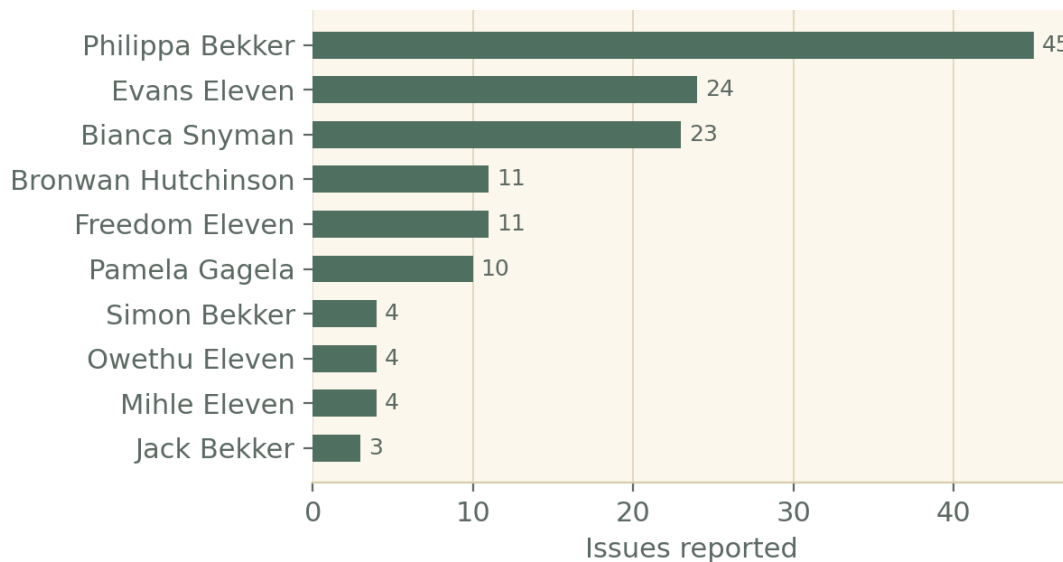


Figure 1 — Number of housekeeping issues reported, by team member.

Issues Resolved per Person

Resolution is concentrated with Bianca Snyman and Evans Eleven, who together close the large majority of "Quick Fix Done" items.

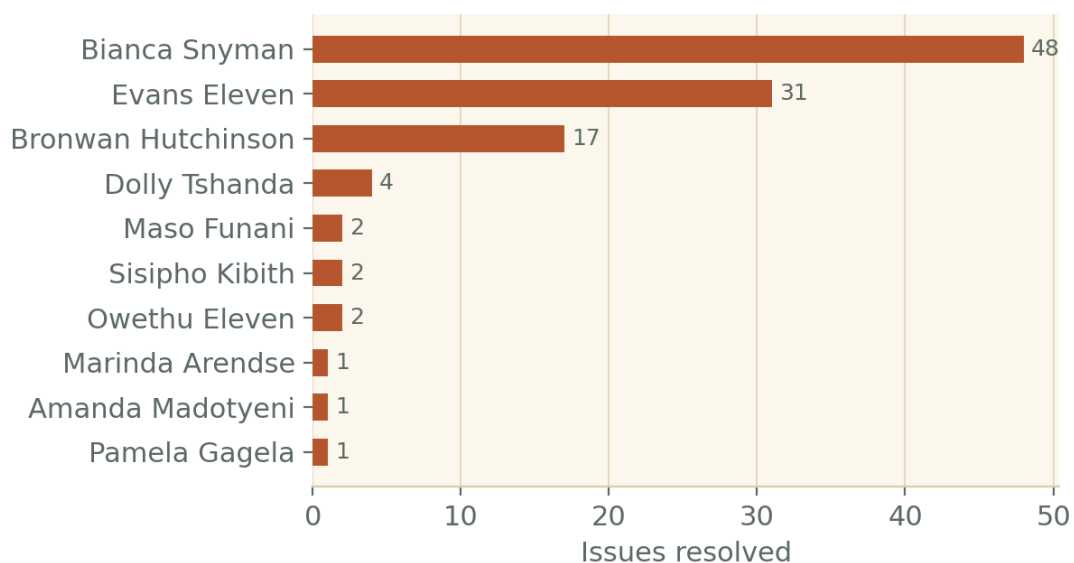


Figure 2 — Number of housekeeping issues marked resolved, by team member.

Where Issues Are Being Reported

The table below shows every property area where a housekeeping issue has been logged, ranked by volume. The Coffee Shop and Wine Bar are the two highest-traffic non-room areas — worth a closer look as recurring hotspots.

Area	Issues Reported
Unspecified / General	37
Coffee Shop	18
Wine Bar	17
Upstairs Hotel	16
Downstairs Hotel	16

Area	Issues Reported
10	8
Driveway	6
7	5
8	5
11	4
3	3
Garage	3
1	2
2	2
9	2
12	2
4	1
5	1
6	1

1b. Maintenance — Repair & Upkeep Reporting

A smaller, separate stream from Housekeeping, covering physical repairs — electrics, plumbing, structural items — that typically require more time, a specialist, or a purchase to resolve.

37 Total Issues Reported	4.8d Avg Resolution Time	3.2d Median Resolution Time	68% Resolved
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Maintenance resolves more slowly and less completely than Housekeeping — 68% resolved here versus 87% for Housekeeping, and an average of 4.8d to close versus 3.4d. This tracks with a smaller team covering higher-effort, often purchase-dependent fixes.

Resolution Speed: Housekeeping vs Maintenance

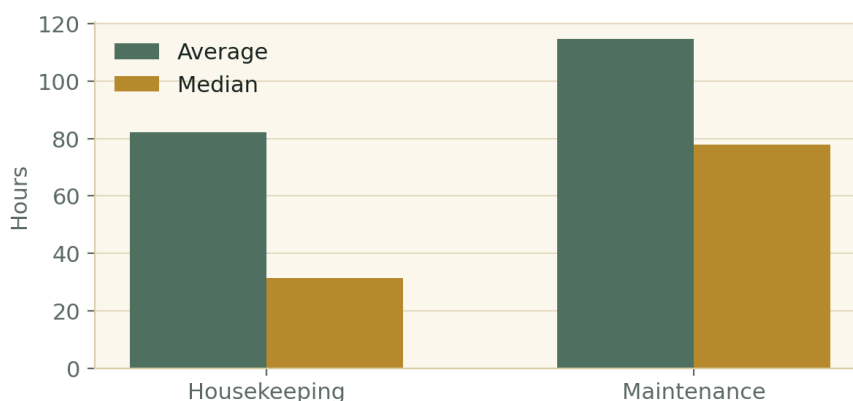


Figure 3 — Average and median resolution time (hours), Housekeeping vs Maintenance.

Where Maintenance Issues Are Reported

Area	Issues Reported
Unspecified / General	11

Area	Issues Reported
Downstairs Hotel	5
Upstairs Hotel	4
10	3
11	2
12	2
Coffee Shop	2
Wine Bar	2
1	1
5	1
6	1
7	1
Garage	1
Driveway	1

2. Arrivals — Guest Check-In Readiness

The Arrivals module tracks room readiness ahead of each guest arrival, with Philly (the AI photo-inspection assistant) auditing room-setup photos and flagging anything that does not match the "First Impression" standard before 8:30am.

121 Arrivals Logged	8 Philly AI Flags Raised	6,6% Arrivals Flagged by Philly	99,8/100 Avg Check-In Impression
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Philly flagged a room-readiness issue on 8 of 121 arrivals (6,6%) — small staging details such as a missing nightstand lamp, a misplaced item, or a photo needing a retake. Despite this, the staff-logged check-in impression remains extremely strong at 99,8/100, meaning these issues are consistently being caught and corrected before the guest arrives.

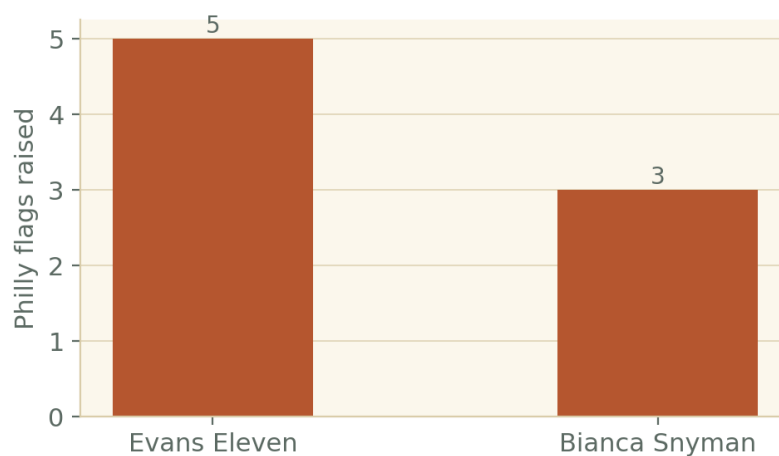


Figure 4 — Philly AI flags raised during arrival room checks, by team member.

Evans Eleven and Bianca Snyman receive the largest share of Philly's flags, which — read alongside both being active Housekeeping reporters — points to them being the primary people physically inspecting and staging rooms ahead of arrivals, rather than a quality concern specific to either individual.

3. Guests On Site — Stay & Check-Out Management

This module tracks guests during their stay through to check-out, including any issues raised while the guest is on property.

117 Guest Stays Logged	110 Checkouts Managed	98,1/100 Avg Check-Out Impression	1 Q Drops Raised
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Across 110 logged check-outs, the average guest impression at departure was 98,1/100 — only marginally below the check-in impression of 99,8/100, showing satisfaction is being sustained through the stay rather than dropping off. Very few problems were escalated from this process: 1 Q Drop and a small number of housekeeping call-outs were logged directly from the on-site guest workflow.

What was logged mid-stay:

- Guest complained food was eaten by housekeeper
- Do thorough check of every area in the hotel where there are carpets and make sure we are 100% non slip. Do it now.

4. Guest Reviews — Perception vs. Reality

This section compares how the team believed guests felt (impressions logged internally at check-in and check-out) against how guests actually rated their stay publicly, to identify any gap between internal perception and guest sentiment.

25 Guest Reviews Analysed	94,8/100 Average Review Score	20/100 Worst Review Score	100/100 Best Review Score
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The Perception Gap

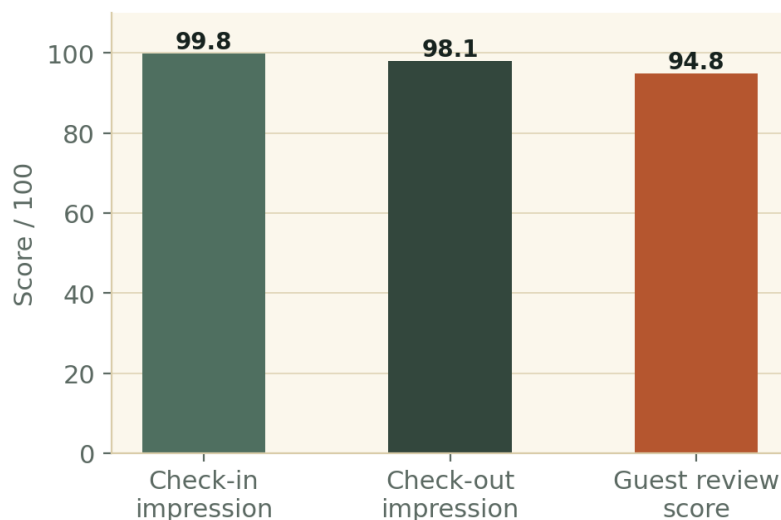


Figure 5 — Staff-logged impressions at check-in and check-out, compared with the actual average guest review score.

The gap here is small: staff impressions during the stay (99,8 at check-in, 98,1 at check-out) sit a few points above the 94,8/100 guests give afterwards on public platforms. Almost all of that gap traces to one review — a Google review scoring the stay at 20/100 over a slow breakfast-service moment, which single-handedly pulls the whole period's average down. In other words: when the team feels a stay has gone

well, that read is largely trustworthy for the room experience — but it won't catch what happens at the breakfast table or the bar, which never touches a housekeeping or maintenance log.

Review Score Distribution

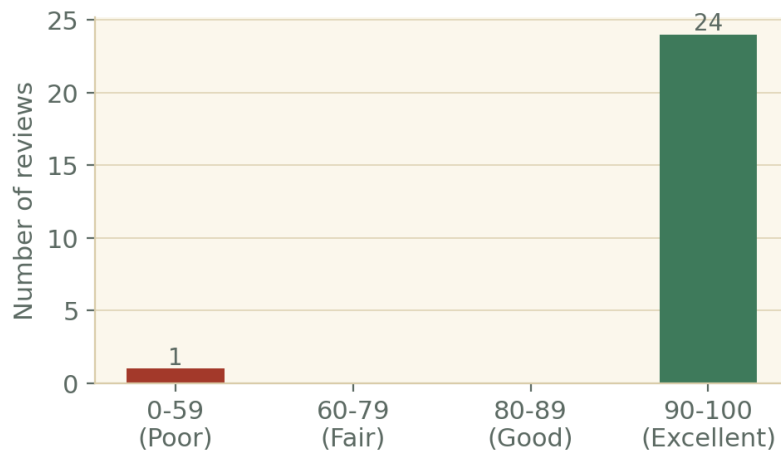


Figure 6 — Distribution of individual guest review scores (out of 100).

By Review Platform

Platform	Reviews
Booking.com	18
Google	7

The lowest individual score recorded was 20/100, via Google. Every other review in the period scored 90 or above — Eleven Hotel has no other reviews below 90/100 in this window.

5. Room Cleans — Quality & Consistency

Room Cleans is where Philly AI plays its biggest quality-control role: auditing photos submitted during each clean and instructing cleaning staff on specific corrections needed before a room is guest-ready.

560 Cleans With a Timed Record	905 Philly Instructions Issued	945 Marked Fixed by Cleaners	100% Flags Matched to a Fix
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Philly issued 905 individual correction instructions to cleaning staff across the period. 904 of those were matched to a cleaner's "problem fixed" reply — and the average turnaround was 2,9 minutes, with the median fix logged in under a minute (0,80 min). This is a genuine real-time, in-room correction loop — not a backlog.

Average Active Cleaning Time

Minutes actually spent with a status of "Cleaning In Progress" (the clock pauses during "Cleaning Paused" and resumes if cleaning restarts) — the figure most directly comparable to "how long does it actually take to clean a room."

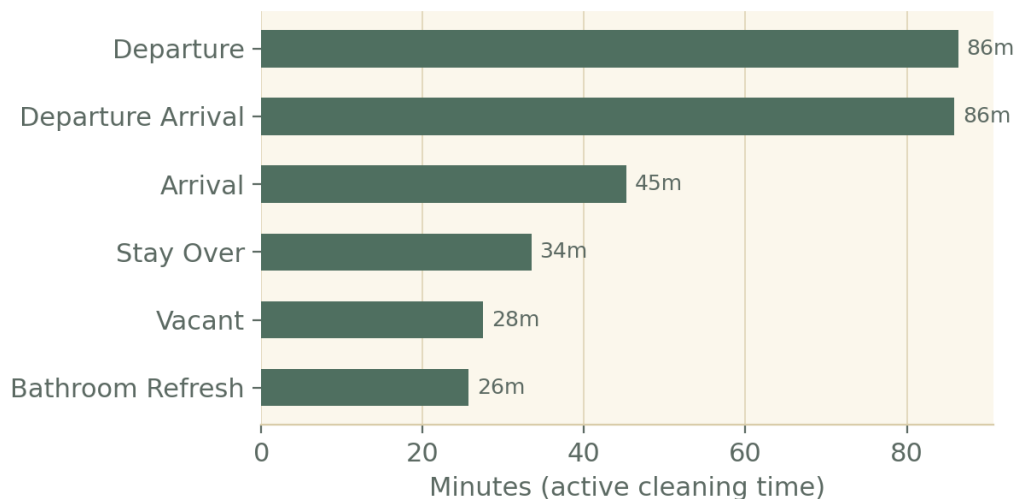


Figure 7a — Average active cleaning time, by clean type.

Bathroom Refresh is the quickest at 26 minutes on average; Departure takes the longest at 86 minutes — a full reset between guests, which lines up with what you'd expect operationally.

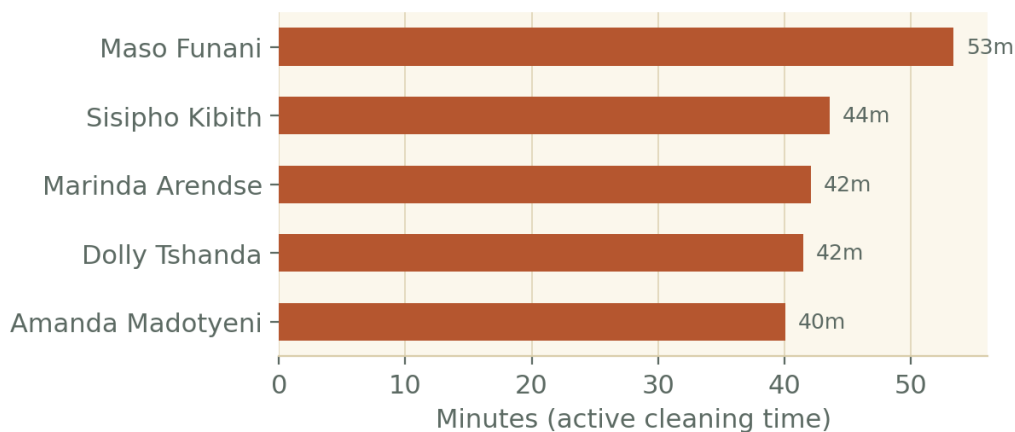


Figure 7b — Average active cleaning time, by cleaner.

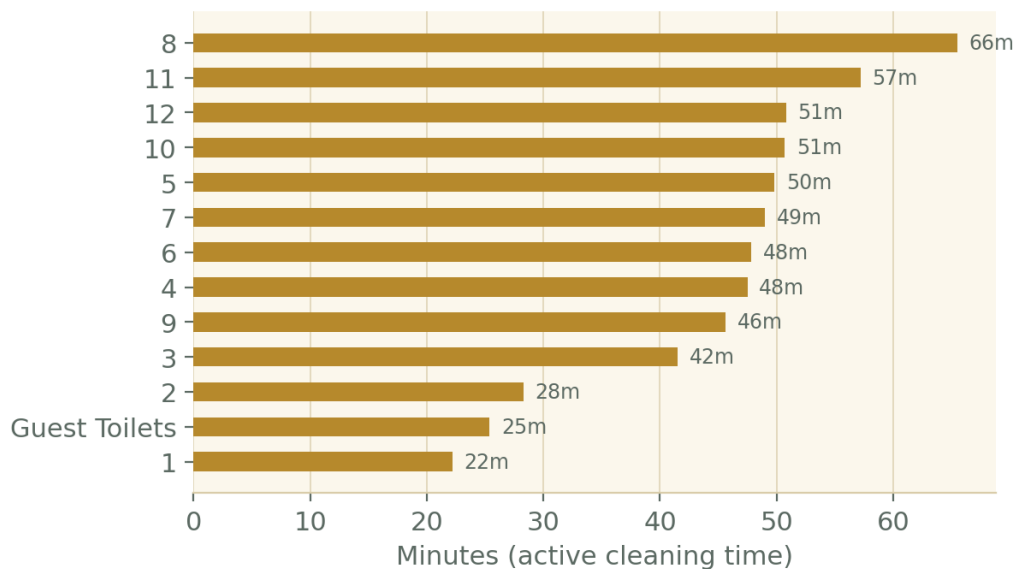


Figure 7c — Average active cleaning time, by room.

Active Cleaning Time — Cleaner × Clean Type

Minutes actually spent cleaning, for the five core cleaning team members with a reliable sample size (50+ rooms each) in the period.

Cleaner	Arrival	Bathroom	Departure	Dep./Arr.	Stay Over	Vacant
Dolly Tshanda	80m	16m	71m	91m	32m	36m
Amanda Madotyeni	24m	21m	94m	79m	36m	22m
Maso Funani	49m	76m	107m	109m	39m	29m
Marinda Arendse	40m	28m	88m	89m	32m	25m
Sisipho Kibith	51m	15m	80m	86m	30m	31m

Philly AI Instructions, by Cleaner

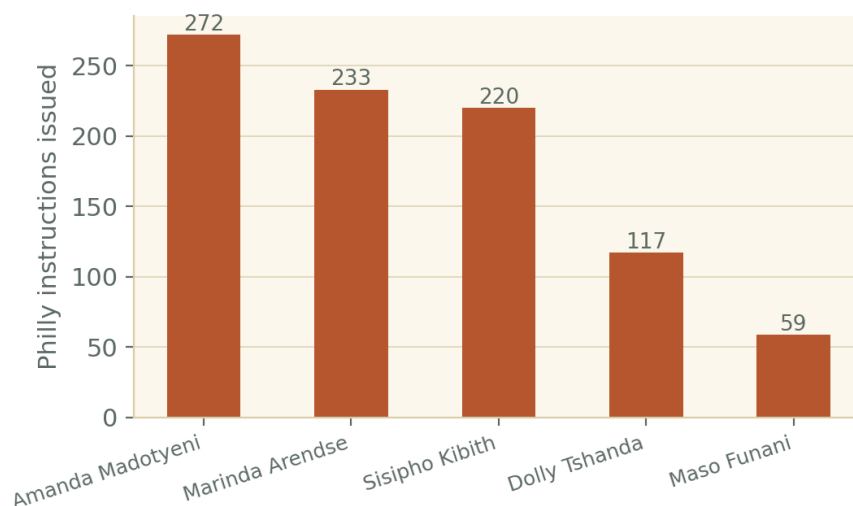


Figure 8 — Total Philly AI correction instructions issued, by cleaning team member.

Raw instruction counts are driven partly by how many rooms each person cleans, so this is best read alongside the per-room flag rate below rather than on its own.

Best to Worst Cleaners

Ranked on a blend of Philly's flag rate (issues per room cleaned, weighted 60%) and average clean speed (weighted 40%) — this measures consistency of clean quality, independent of how many rooms each person cleaned in total.

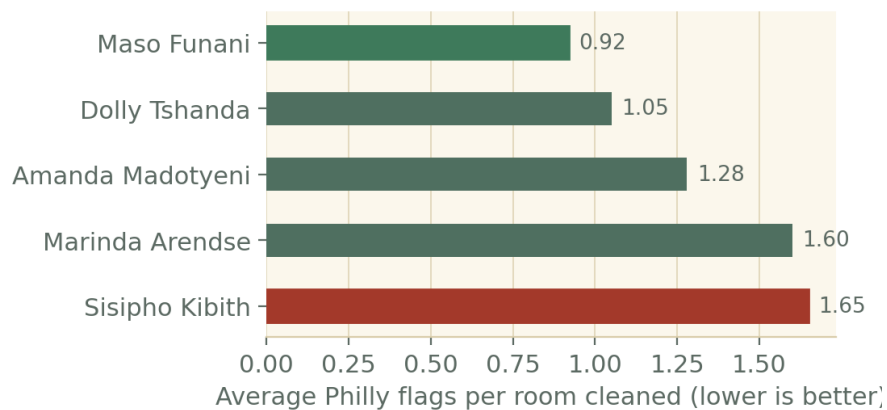


Figure 9 — Cleaner quality ranking: average Philly AI flags per room cleaned (lower is better).

Rank	Cleaner	Rooms Cleaned	Philly Flags	Flags / Room	Avg Fix Time
1	Dolly Tshanda	111	117	1,05	1,3 min
2	Amanda Madotyeni	213	272	1,28	1,6 min
3	Maso Funani	64	59	0,92	1,5 min
4	Marinda Arendse	146	233	1,60	1,2 min
5	Sisipho Kibith	133	220	1,65	5,2 min

Dolly Tshanda and Amanda Madotyeni post the lowest average flags per room, indicating the most consistent first-time clean quality. Sisipho Kibith sits at the higher end on both flag rate and fix time — worth a short check-in rather than a red flag on its own, especially since every flag raised across the team still gets fixed, almost always within minutes.

6. Coffee Shop, Wine Bar & Gelato Cart

Daily "ready for customer" checklists are completed before each outlet opens — covering smell, surfaces, tech, stock levels, and a taste test where relevant.

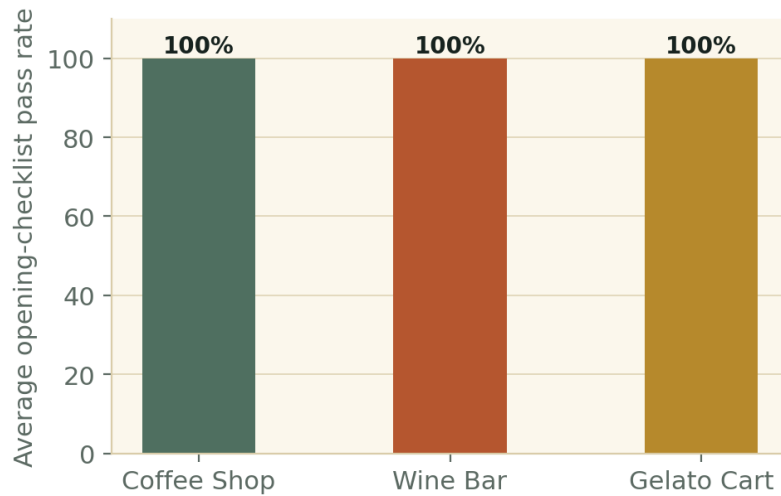


Figure 10 — Average opening-checklist pass rate, by outlet.

Coffee Shop

34 opening checklists completed. Reorder flagged on 1 occasion(s).

Check	Pass Rate
Coffee shop smell is fresh	100%
Coffee shop surfaces are not sticky	100%
Music is on and not too loud	100%
Steam Wands Clear	100%
Taste the water and the first coffee of the day. Does it taste good	100%
Tech Check: POS is working	100%

Wine Bar

14 opening checklists completed, all checks passing consistently.

Check	Pass Rate
Grab one glass, ensure no weird smell	100%
Ice machine on & working	100%
Music is switched on and not too loud	100%
No Weird Smells	100%
Pizza bases getting prepped and ready for the day	100%
Stock levels are sufficient and ready for the day	100%
Surfaces are not sticky and dust free	100%

Gelato Cart

63 opening checklists completed. 3 maintenance note(s) and 4 housekeeping note(s) raised during opening checks.

Check	Pass Rate
Cart in good condition and making a little humming noise	100%
Cart is smooth and not sticky	100%
Is the cart stable? (NOT WOBBLY)	100%
Is the gelato firm and easy to scoop	100%
Is the scoop water fresh	100%
Power cable tucked away and safe for customers	100%

One thing to watch: the gelato cart's cooling has drifted more than once — from its usual -17°C down toward -12°C to -14°C overnight. Staff have flagged possible causes (condenser dust, seal wear) but it is not yet logged as a resolved maintenance ticket. Worth a proper service call before it affects product quality on a warm day.

7. Morning Snapshot — Revenue & Occupancy

Daily revenue and month-to-date earnings, pulled from the morning snapshot form. Three duplicate early-September entries carrying a stale August MTD figure were excluded to produce a clean trend line.

R380 527 September MTD Revenue (as of 22 Sep)	R17 803 Average Daily Revenue	52,1% Average Occupancy
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MTD Earnings Trend

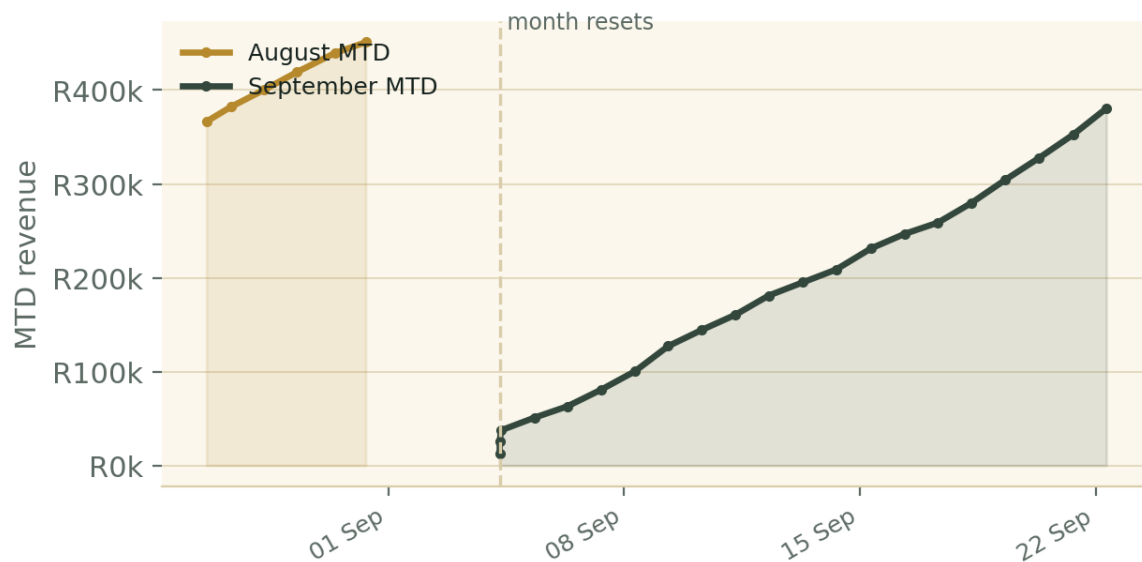


Figure 11 — Cumulative month-to-date revenue, August and September.

Occupancy Trend

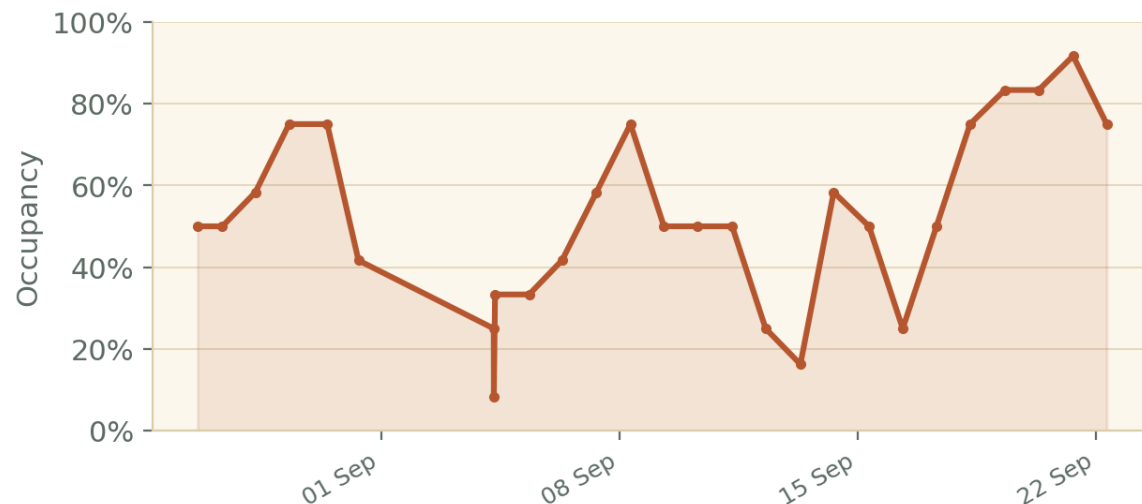


Figure 12 — Daily occupancy, percentage of 12 rooms.

Daily Revenue: Hotel vs F&B

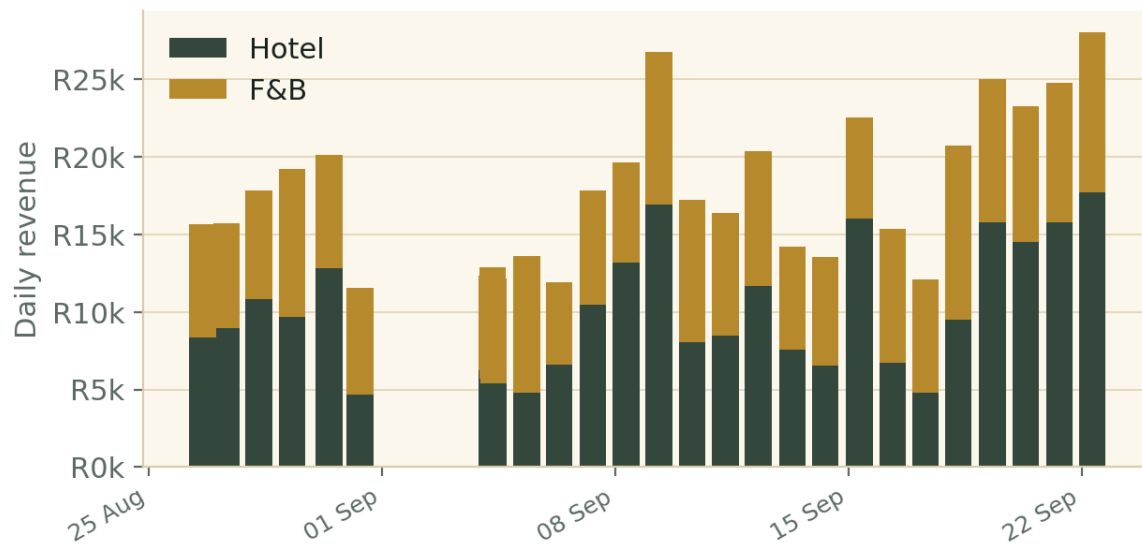


Figure 13 — Split of daily takings between Hotel and F&B.

Outlet Revenue Trend

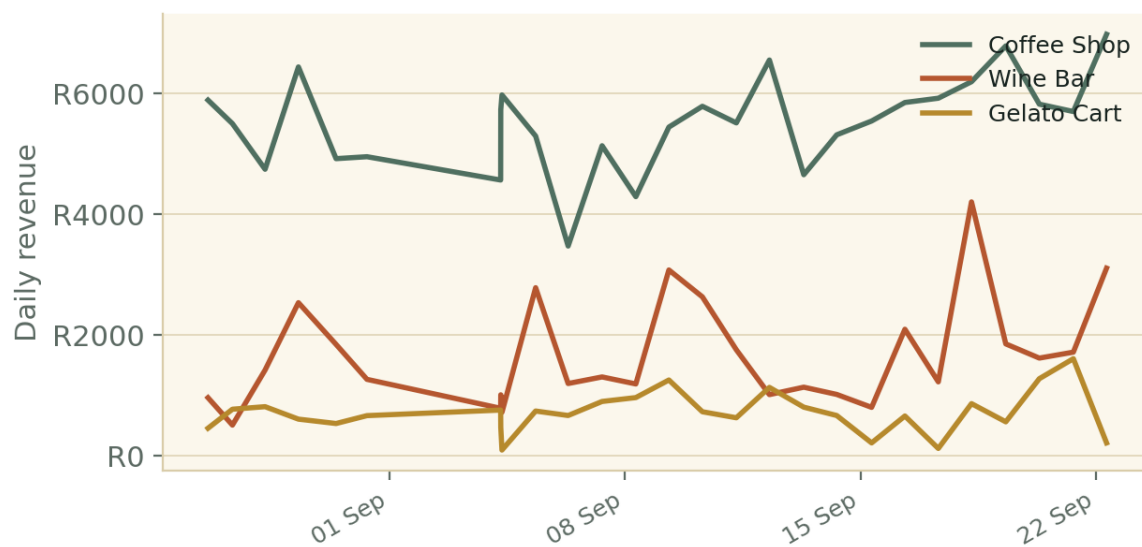


Figure 14 — Coffee shop, wine bar and gelato cart daily revenue.

What This Platform Is Helping You Track

Pulling these modules together gives you, as owner, a level of operational visibility that would be very difficult to maintain manually. In this reporting period alone, the Magnitude App has let you:

- Catch and resolve 186 operational issues through Housekeeping and Maintenance before they became guest-facing problems, with full visibility into who is reporting, who is resolving, how long it takes, and exactly which parts of the property need the most attention (Coffee Shop and Wine Bar stand out as recurring hotspots).
- Verify that rooms are guest-ready before every one of 121 arrivals, with Philly AI acting as a second set of eyes on room presentation — catching the small staging misses that a rushed human inspection might miss.
- Confirm that guest satisfaction holds steady from check-in through check-out, and that almost nothing is going wrong on-site that isn't already being caught and resolved.
- Compare your team's read of a good stay against what guests actually say publicly afterwards — internal impression scores and external review scores tell largely the same story, with the gap traced to a single service moment rather than a systemic miss.
- Run a genuine, evidence-based quality-control programme on room cleaning — with 905 individual AI-driven corrections issued, a median under-a-minute resolution time, and enough granularity to see which team members and which clean types need support, rather than relying on spot checks or guesswork.

Together, this turns seven disconnected operational logs and a pile of public reviews into a single, evidence-based view of how Eleven Hotel is actually performing — and where the next small improvements will have the most impact.