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1. HOTEL GRADING CRITERIA

EXTERIOR

1. APPEARANCE OF BUILDINGS

10 – 9 In new buildings, absence of weathering, fresh well-maintained paintwork, an overall clean and “new” look. Alternatively, in older buildings no unsightly staining and well-maintained paintwork.

Visible outbuildings or annexes to be of a similar standard.

External lighting. Good clear signage. Addition of attractive architectural features, port cochere, etc.

8 High quality maintenance of paint and/or stone/brickwork though some natural weathering may be present. All areas of paintwork to be in sound condition. Some additional external features to enhance appearance.

2. GROUNDS AND GARDENS ALL FACILITIES WITHIN THE grounds should be evaluated in this section, including: gardens, tennis courts, swimming pools, bowling greens, volleyball courts, children’s play areas, etc.

10 – 9 Evidence of systematic programme of maintenance – well-tended formal gardens or attractive “natural” environment. Tidy and well-lit pathways. Attractive appearance throughout the year. Well-maintained driveway and entrance. No disorder or rubbish and no evidence of litter. Provision of garden furniture or architectural features appropriate to the nature of the market attracted to the establishment.

8 High standards of maintenance in formal gardens. Pleasant and tidy appearance throughout the year. No clutter/disorder around service areas. External lighting, etc and good driveway. Some architectural features appropriate to the market.

3. PARKING

10 – 9 Marked parking bays in a secure environment. External security lighting. Secure enclosure for vehicles close to accommodation (if appropriate to the market). In B&B secure, well-lit parking area.

8 Organised, secure parking close to accommodation. In B&B secure parking within confines of grounds.

BEDROOMS

If there are a number of bedrooms which may have been decorated or refurbished at different times they may each be assessed at a different level of quality and condition. In this case the lowest mark is applied.

4. DECORATION

10 - 9 High quality wall covering (paint or wallpaper). Attention to detail, thoughtful co-ordination of patterns, colours and textures. If plain décor then addition of high quality pictures, objects d’art, etc although some styles require a “minimalist” approach. All work should look professional and be well executed.

8 High quality wall covering, but need not be in excellent condition. Signs of wear and tear (i.e. scratches, water splashes, finger marks, etc). Room décor may range from excellent to good.

5. FURNITURE AND FURNISHINGS

10 - 9 Excellent intrinsic quality and in excellent condition. Furniture of sound construction, attractive professional finish and detailing. Little or no sign of ageing, wear and tear or ill-use. Ample hanging space. Attractive comfortable easy seating with upholstery in excellent condition. Full, well-lined curtains with appropriate accessories, in working order. Electronic goods of excellent quality and in excellent condition. NB: some excellent antique furniture may show signs of “distress” which does not detract from its excellence depending on the degree of deterioration.

8 High intrinsic quality of materials may show some signs of use. Alternatively new, good (as opposed to excellent) quality furniture and furnishings. Some contract furniture even when brand new will only be “very good”. Well cared for domestic furniture in a B&B may be very good. Curtains to be full and effective in retaining heat/keeping out light. Good quality electronic goods in good condition.

6. FLOORING AND CEILING

10 - 9 High quality fitted carpets (high percentage wool content), good thick pile and underlay, professionally laid and in pristine condition. Alternatively excellent quality domestic carpeting, fit for purpose, professionally laid and in pristine condition. High quality wooden or tiled flooring, professionally laid and in pristine condition with high quality occasional rugs or mats. Ceiling to be of excellent quality and professionally fitted, no sagging ceilings or evidence of water leakage or seeping. Professionally painted with no marks, or stains.

8 High quality carpet beginning to show some signs of ageing (flattening or wearing). No stains, burns or marks, etc. Alternatively carpet with higher percentage of man-made fibre but in new condition. Wooden or tiled flooring in need of buffing but with high quality rugs. Ceiling of good quality and professionally fitted, no sagging ceilings or evidence of water leakage or seeping. Professionally painted.

7. BEDS AND LINEN

10 - 9 Beds sizes frequently larger than standard size. Sound mattresses and spring bases. Decoration, interesting bedframes (excellent quality). High quality linen, “crisply” laundered. A good supply of pillows, cushions. Thick, weighty blankets with spares available. Good quality duvet (season dependent) co-ordinated with bedroom décor and softs if no separate bedcover. Bedcovers thickly quilted or similar high quality, co-ordinated with bedroom décor and other soft furnishings. Valances where appropriate. Headboards offering a degree of comfort and free from head or other stains.

8 Very good firm mattresses and sound base. All bed linen and bedding to be of high quality though may not be in a brand new condition - co-ordinated with other soft furnishings. Bed frames may be of an older style, but in good condition and good quality.

8. TEMPERATURE CONTROL

10 - 9 Thermostatically and individually controlled heating and/or cooling system capable of maintaining a comfortable room temperature of between say 18oC and 25oC. Appropriate to size and location of room. Apparatus in excellent condition. In hotels an excellent score would apply for ducted or remote controlled air-conditioning. In B&B new domestic, excellent quality heating or cooling (free standing/wall or ceiling mounted) appliance is acceptable (fan, heater, air-conditioner).

8 Individual control by guest at all times, some ageing of excellent apparatus. Good quality and quiet wall mounted air-conditioners would receive an 8 rating. In B&B, new, good quality domestic heating or cooling (free standing wall or ceiling mounted) appliance is acceptable (fan, heater, air-conditioner).

9. LIGHTING

10 - 9 Overall high standard of illumination in room. Controllable dimness/glare. Light sources in all appropriate places – especially for shaving, make-up, contact lenses, reading, etc. Bedside lighting control separate for each occupant. Picture lights, recessed spot lamps. All lights and shades of high quality manufacture and in excellent order. No wobbly connections, burnt shades, flimsy bases that fall over, etc.

8 Provision of more sources of light than is strictly necessary i.e. more than just centre and bedside lights. High quality fittings, lamps bases, etc.

10. SPACIOUSNESS/OVERALL IMPRESSION

10 - 9 A spacious, well-planned room with furniture in convenient places. Ease of access to all furniture, cupboards, wardrobes, drawers, etc. A sitting area with sufficient space to relax. Space to put luggage so that it does not clutter the room and obstruct access. Easy access to all facilities e.g. use of desk without having to move tea tray. TV visible from sitting area or bed. Unrestricted view of full mirror. No intrusive noise from other rooms or public areas.

8 Reasonably spacious room with good access to all furniture and facilities. No areas of restricted access or obstruction. Not necessary to have a self-contained sitting area but room must be large enough to comfortably contain an easy chair in addition to the standard bedroom furniture. No creaky boards or intrusive noise.

BATHROOMS

11. DECORATION AND FLOORING

10 - 9 Highest quality floor and wall coverings. Tiles well fitted. Grouting in excellent condition. No marks, stains, condensation damage. No peeling wallpaper or flaking paint. Flooring well-fitted and free from stain or water damage.

8 May be high quality finish but not always recent – some signs of wear but all in sound condition. Alternatively, may be recently decorated but not with the highest quality materials, though a competent and professional job. High quality floor covering or tiles.

12. FIXTURES AND FITTINGS

10 - 9 High quality, solid, well-made fittings in excellent order and matching style. High quality finish. Sturdy cast iron or steel and enamel bath. Attractive shower screen. Good sized washbasin. Easily used, responsive controls. Plenty of hot water at all times.

8 Generally high quality fittings throughout, but not necessarily new. Good-sized bath. Shower screen or good quality curtain (if necessary to keep surrounding area free from water). All porcelain in good order – no cracks, crazing or dull finish, no stains. Matching and co-ordinated styles.

13. LINEN

10 - 9 Full range of towel sizes – bath sheet, (bath towel optional), hand towel, face cloth for each guest. Provision of towelling robes. Thick, heavy, fluffy quality with plenty of pile. Replace daily or after each use.

8 Range of towels including bath sheet/towel and hand towel per guest but not quite such heavy quality as found in excellent. Changed frequently or at guest's request.

14. LIGHTING AND TEMPERATURE CONTROL

10 - 9 Lighting effective for all purposes – shaving, make-up, and contact lenses, particularly at washbasin/shaving point. Excellent quality fittings, recessed lights, spot lamps. In cold climate heated towel rails and/or other forms of heating should be provided.

8 High standard of light fittings – centre, main light plus adequate shaving light, possibly supplementary lights. Possible heated towel rail and/or other form of heating in cold climate.

15. SPACIOUSNESS

10 - 9 Conveniently laid out bathroom with easy access to all facilities. Plenty of provision for laying out toiletries and hanging up clothes, etc. A high level of spaciousness.

8 Good-sized rooms with access to all facilities. May be room for only one person at a time. No awkward corners or obstructed parts. Good space for toiletries.

PUBLIC AREAS

All areas other than the areas previously mentioned, which are inside a building and are accessible to guests and the public should be evaluated under this section. This includes: conference facilities, corridors, public toilets, lounges, reception areas, fitness centres, business centres, etc.

16. DECORATION

10 – 9 High quality wall covering in excellent condition. Evidence of co-ordinated design. Interesting architectural features, artwork, objects d'art, etc. No evidence of ageing, wear and tear (some historical locations excepted). High quality professional finish.

8 Use of high quality materials, though not necessarily in pristine condition. Alternatively more moderate quality materials if recently decorated. Attempt to co-ordinate design with additional attractive features. No scratches, chips, stains, or scuffs. Professional workmanship.

17. FURNISHINGS AND FIXTURES

10 – 9 High degree of comfort and luxury. High quality in excellent condition. Attractive, co-ordinated extras. Decorative, occasional pieces in main room/s and corridors. In B&Bs high quality domestic furniture in excellent condition.

8 High quality furniture but not necessarily new. All in sound condition, but may have “lived-in” feel. Alternatively, more moderate quality furniture in excellent condition. Comfortable easy seating.

18. FLOORING AND CEILING

10 - 9 High quality fitted carpets (high percentage wool content), good thick pile and underlay, professionally laid and in pristine condition. Alternatively excellent quality domestic carpeting, fit for purpose, professionally laid and in pristine condition. High quality wooden or tiled flooring, professionally laid and in pristine condition with high quality occasional rugs or mats. Ceiling to be of excellent quality and professionally fitted, no sagging ceilings or evidence of water leakage or seeping. Professionally painted with no marks, or stains.

8 High quality carpet beginning to show some signs of ageing (flattening or wearing). No stains, burns or marks, etc. Alternatively carpet with higher percentage of man-made fibre but in new condition. Wooden or tiled flooring in need of buffing but with high quality rugs. Ceiling of good quality and professionally fitted, no sagging ceilings or evidence of water leakage or seeping. Professionally painted.

19. LIGHTING

10 - 9 Overall high standard of illumination giving sufficient light for all appropriate purposes but also designed for good effect – showing off features of rooms/corridors. All lights and shades of high quality manufacture and in excellent order. No wobbly connections, burnt shades, flimsy bases that fall over, etc. No harsh fluorescent tubes.

8 High quality fittings with more adequate spread of illumination for practical use, though no or limited sophisticated use of lighting “effects”. Occasional lamps, reading lights, perhaps picture lights.

20. ATMOSPHERE AND AMBIENCE

10 - 9 Harmonious combination of décor, lighting and comfortable furniture. Soothing co-ordinated effect. No jarring elements. Interesting architectural features, spacious rooms. No intrusive noise. In a B&B no intrusion of boisterous pets.

8 Comfortable, relaxed feel. May be some busy activity or music in background but not intrusive. Co-ordinated décor, finishing, etc.

DINING FACILITIES

21. DECORATION

Same as public areas and should be assessed as part of public areas if an open plan area. Dining area assessed separately to public areas if a separate room. In B&B can be assessed under public areas.

10 – 9 High quality wall covering in excellent condition. Evidence of co-ordinated design. Interesting architectural features, artwork, objects d’art, etc. No evidence of ageing, wear and tear (some historical locations excepted). High quality professional finish.

8 Use of high quality materials, though not necessarily in pristine condition. Alternatively more moderate quality materials if recently decorated. Co-ordinated design with additional attractive features. No scratches, chips, stains, or scuffs. Professional workmanship.

22. FURNISHINGS

General principles of furnishings in public areas with additional considerations.

10 - 9 High degree of comfort, well-spaced chairs of appropriate height for tables. Co-ordinated themed design. Spacious tables.

8 All of high quality but not necessarily the same design though co-ordinated. Good sized tables.

23. FLOORING AND CEILING

Same as public areas and should be assessed as part of public areas if an open plan area. Dining area assessed separately to public areas if a separate room.

10 - 9 High quality fitted carpets (high percentage wool content), good thick pile and underlay, professionally laid and in pristine condition. Alternatively excellent quality domestic carpeting, fit for purpose, professionally laid and in pristine condition. High quality wooden or tiled flooring, professionally laid and in pristine condition with high quality occasional rugs or mats. Ceiling to be of excellent quality and professionally fitted, no sagging ceilings or evidence of water leakage or seeping. Professionally painted with no marks, or stains.

8 High quality carpet beginning to show some signs of ageing (flat-tening or wearing). No stains, burns or marks, etc. Alternatively carpet with higher percentage of man-made fibre but in new condition. Wooden or tiled flooring in need of buffing but with high quality rugs. Ceiling of good quality and professionally fitted, no sagging ceilings or evidence of water leakage or seeping. Professionally painted.

24. LIGHTING

Same as public areas and should be assessed as part of public areas if an open plan area. Dining area assessed separately to public areas if a separate room.

10 - 9 Overall high standard of illumination giving sufficient light for all appropriate purposes but also designed for good effect – showing off features of rooms/corridors. All lights and shades of high quality manufacture and in excellent order. No wobbly connections, burnt shades, flimsy bases that fall over, etc. No harsh fluorescent tubes.

8 High quality fittings with more adequate spread of illumination for practical use, though no sophisticated use of lighting “effects”. Occasional lamps, reading lights, perhaps picture lights.

25. ATMOSPHERE AND AMBIENCE

10 - 9 Harmonious combination of décor and lighting. Spacious room and good layout of tables. No intrusive noise or smells. Themes or designs may add to the ambience. In a B&B may be a comfortable family dining room with high quality domestic furniture.

8 High standard of fabric. Perhaps busy, with some background noise. Tables rather close together. A little noise from bar or in a B&B sound of family in kitchen. Smaller room, atmospheric lighting.

FOOD AND BEVERAGE

Applies to outsourced as well as internal F&B – if the guest views the out-sourced facility as being part of the hotel establishment (irrespective of whether the dining product is branded) it should be included in the assessment.

26. DINNER PRESENTATION

10 - 9 Well laid out on appropriate plate with attractive and appropriate garnish. Pleasing combination of colours, textures, and shapes. Attention to care and execution with attention on visual appeal. Carvery to be attended and rehabilitated. Buffet replenished/refreshed. In a B&B careful thought as to combinations of texture and colour. In simpler dishes – use of garnish, tidy, neat arrangement.

8 Obvious care and attention to detail with visual effect but perhaps not with the highest degree of skill. Tendency to standardise garnish.

27. DINNER QUALITY

10 - 9 Skilful use of finest, fresh ingredients. Could be simple style but with great attention to detail and quality. Everything prepared to the right degree. Good balance on menu with something for most tastes.

8 Evidence of aiming for highest quality but may not quite reach top level of execution. High quality fresh ingredients.

SERVICES AND SERVICE

28. WELCOME, FRIENDLINESS, ATTITUDE

10 - 9 Warm friendly smile. Helpful attitude. Help with luggage and provision of information about the establishment. All establishments attempt to establish a good rapport and show willingness to please.

8 Cheerful demeanour and attitude. Guests will be shown to room and given necessary information – told to ask if anything else required.

29. RESERVATION, CHECK-IN AND GENERAL EFFICIENCY

10 - 9 Efficient and helpful telephone reservation – all details taken down and checked and all necessary information given. Prompt, thorough check-in. All necessary information given to guests – layout of property, available facilities, meal times, etc. Any messages forwarded promptly. Efficient communication with other departments – summoning porter, booking restaurant table, etc.

8 Reservation dealt with promptly and all necessary information taken and provided. Efficient check-in. Perhaps not always given full information about facilities. Good responses to any requests, but guest's needs aren't anticipated.

30. PORTERAGE

Porterage may not apply to all serviced accommodation, but some assistance with luggage is expected at all 4- and 5-star hotels.

10 - 9 Smart, helpful manner of staff readily available. Good knowledge of hotel facilities and local area.

8 Willing and friendly, and reasonably knowledgeable about most matters – willing to find out. May have other duties but endeavours to be prompt.

31. ROOM SERVICE

Applies to outsourced as well as internal room service.

10 – 9 High standard of promptness and efficiency. Telephone answered promptly. Order delivered with minimal delay. Attentive manner. Orders correct – no items wrong or missing. Appropriate condiments. Attractive presentation. Cutlery and napkin provided. DIRTIES removed at earliest convenience.

8 Order taken in pleasant manner. Delivered in reasonable time. Pleasant attitude. Order correct. Asked if anything else required. Tray collected from outside room. If outsourced a tray (table), plate, and cutlery is provided by the accommodation establishment on which the guest can place their food.

32. PUBLIC AREA SERVICE

10 - 9 Efficient, attentive service from smart, willing staff. Needs of guests anticipated. Polished, professional manner. Drinks correctly served and presented. Top ups offered.

8 Brilliant, willing staff, helpful and attentive, though perhaps lacking the final polish. Show willingness when anything requested, though may have to go away and ask.

33. MEAL SERVICE

10 - 9 Cheerful friendly, polite, well-trained staff. Well-informed about food and wine. High standard of personal cleanliness. Prompt and efficient service. Correct cutlery and glasses supplied for each meal. Good judgement on timing of courses and drinks. Any further needs responded to. For breakfast a cheerful meet and greet, prompt service and dirties to be cleaned promptly and top-ups noted.

8 Well-motivated staff that shows evidence of aspiring to excellent standard, but may fall a little short and who could benefit from more training.

34. CHECK-OUT EFFICIENCY

10 - 9 Prompt attention. Bill correct in all details. Every item explained by receptionist. Guests asked if they enjoyed their stay. Positive last impression. Staff well versed in all methods of payment.

8 Prompt attention. Attempt at excellence, but perhaps lacking professional polish. Cheerful, bill correct.

35. TOURIST INFORMATION

10 - 9 Information pack in bedrooms or in reception/lounge on immediate and surrounding area as well as accommodation specific information. Books, pamphlets on matters of local interest, leisure facilities, etc. Personally prepared information. Staff well versed on relevant tourist information. Staff willing to assist and inform tourists on the local area. High attention to personalised itineraries and personal interest in guest's information requirements.

8 As for excellent but limited range. Staff not as well versed.

HOUSEKEEPING

36. BEDROOMS

10 – 9 High standard of cleanliness, attention to detail. Well-made beds, gleaming surfaces, no smears or marks. Evidence of thorough, not just superficial cleaning. No blown bulbs or broken equipment. Turndown service, room tidied, any trays taken away. Lights on and curtains drawn in the evening.

8 High standard of cleanliness but attention to detail may not come up to the same standard as “excellent”. One or two small areas of maintenance missed.

37. GUEST BATHROOMS

10 – 9 Fastidious attention to hygiene. All surfaces gleaming. Clean, fresh smell. High level of efficiency.

8 Generally very high standard, but perhaps one or two slight lapses.

38. PUBLIC AREAS

10 – 9 All well vacuumed. All surfaces, high and low, dust free, no cobwebs. Table surfaces well polished, no smears. Ashtrays clean. No fingerprints on doorplates, light switches, etc. Flowers fresh and well arranged. Newspapers, books, etc up to date and tidy. In B&B personal/family items all tidy and uncluttered.

8 Generally very good level of vacuuming and dusting. Everything tidy and well arranged.

39. PUBLIC TOILETS

10 – 9 Fastidious attention to hygiene. All surfaces gleaming. Clean, fresh smell. High level of efficiency.

8 Generally very high standard, but perhaps one or two slight lapses.

40. RESTAURANT

10 – 9 High standard of cleanliness in all areas – no evidence of previous meal. Efficient vacuuming. Tables always set-up to high standard.

8 Generally high standard of cleanliness – no dust, etc. May be some clutter. Pile of menus, wine lists, etc.

40. APPEARANCE OF STAFF

The nature of the establishment will be taken into account as formality may vary significantly.

10 - 9 Clean, neat, appropriate clothes. A general smart, well-groomed appearance. Sleeves and trousers the right length. Clothing fresh and well ironed. Hair clean and under control. Hands and fingernails clean. Polished shoes.

8 Approaching excellent, but lacking the final touch. Perhaps some items a little ill fitting. All clothing clean.

CONCLUSION

FOR 4 AND 5 STAR HOTELS A HIGHER LEVEL OF GENERAL AMBIENCE AND SPACIOUSNESS WILL BE REQUIRED IN ALL AREAS OF THE HOTEL E.G. SPACIOUS CORRIDORS, BEDROOMS, ETC. SOME ACCOUNT MAY BE TAKEN OF LIMITATIONS IN OLDER OR HISTORIC PROPERTIES.

BEDROOMS

Room size must be comfortable and adequately accommodate all the furniture provided.

The bedroom should have at least two seating chairs.

If appropriate and fit for the purpose televisions must have a remote control and a wide choice of channels should be provided (pay TV is appropriate).

Air-conditioning and/or other forms of heating or cooling are preferred in conditions where extreme day and/or night temperatures are experienced. All 5-star hotel rooms should have air-conditioning.

There should be a safe in each room.

There should be a hairdryer in each room.

In areas where malaria occurs, adequate protection against mosquitoes in the form of mosquito nets, window gauze and/or insecticide should be provided in each guest room.

Bathrooms

A range of quality guest amenities should be available.

A bath and shower should be available (the shower may be over the bath). All new, purpose built 5-star hotel bathrooms should have a separate bath and shower.

Services and Food and Beverage

A 24-hour reception service is required in both 4- and 5-star hotels.

There should be a served beverage service in the public lounge and/or bar area.

Guest laundry service is required (need not be 24 hour but suitable to guest requirements).

A full service restaurant open to residents should be available if no alternative restaurant/s of high standards are available in the vicinity of the hotel. A full hot meal served in a suite is also acceptable, where the establishment offers full dining facilities in each suite (i.e. table, crockery, cutlery, condiments, linen, glassware, etc).

Room service should be provided (24 hours in 5-star hotels and 18 hours in 4-star hotels). This may be outsourced, but should be of a standard that conforms to the standard of the hotel.

DEFINITION

A hotel provides accommodation to the travelling public, has a reception area and offers at least a “breakfast room” or communal eating area. In general a hotel makes food and beverage services available to guests, these may be outsourced or provided by the hotel

(www.Tourism Grading Council of South Africa.)

	basic conditions of employment act 1997	tourism amendment act 105 of 1996	national environmental management: biodiversity bill B30 of 2003	housing act 107 of 1997	National Heritage Resources Act 25 of 1989	ISO 14001	environment conservation act 73 of 1989	water act 45 of 1998	development facilitation act 67 of 1995	housing act 107 of 1997	electricity act 41 of 1987	health act 63 of 1977	national road traffic act 93 of 1996	national environmental management act 107 of 1998	advertising on roads and ribbon development act 21 of 1940	atmospheric pollution prevention act 45 of 1965	national water act 36 of 1998	physical planning act 125 of 1991	SA national road agency Ltd and national roads act 7 of 1988	water services act 108 of 1997	world heritage conservation act 49 of 1989	national building regulations and building standards act 103 of 1977	national heritage resources act 25 of 1999	SABS 0040	agenda 21	Community Development Act no 3 of 1986	Development and housing act no 103 of 1985	National monument act no 28 of 1989	Liquor act	Land survey act 9 of 1927	Machinery & occupational safety act 6 of 1983	Cultural affairs act 65 of 1989	Culture promotions act 35 of 1983		
DESIGN AND PLANNING																																			
appoint consultants																																			
EIA																																			
-site selection																																			
-site assessment																																			
water																																			
soil																																			
air																																			
light																																			
noise																																			
access roads																																			
waste																																			
fauna																																			
flora																																			
-social																																			
-economical																																			
-cultural																																			
building design																																			
-building regulations																																			
-health and safety																																			
-waste management																																			
-energy use																																			
electricity																																			
gas																																			
solar																																			
building facilities																																			
-accommodation																																			
-conference facilities																																			
-kitchen																																			
-health and safety																																			
-staff residence																																			
-roads																																			
-parking																																			
-labour																																			
-site security																																			

	basic conditions of employment act 1997	tourism amendment act 105 of 1996	national environmental management biodiversity bill B30 of 2003	housing act 107 of 1997	National Heritage Resources Act 25 of 1999	ISO 14001	environment conservation act 73 of 1989	water act 43 of 1969	development facilitation act 67 of 1995	housing act 107 of 1997	electricity act 41 of 1987	health act 63 of 1977	national road traffic act 93 of 1996	national environmental management act 107 of 1988	advertising on roads and ribbon development act 21 of 1940	atmospheric pollution prevention act 45 of 1965	national water act 36 of 1998	physical planning act 125 of 1991	SA national road agency Ltd and national roads act 7 of 1998	water services act 108 of 1997	world heritage conservation act 49 of 1999	national building regulations and building standards act 103 of 1977	national heritage resources act 25 of 1989	SABS 0040	agenda 21	Community Development Act no 3 of 1966	Development and housing act no 103 of 1985	National monument act no 28 of 1969	Liquor act	Land survey act 9 of 1927	Machinery & occupational safety act 6 of 1983	Cultural affairs act 65 of 1989	Culture promotions act 35 of 1983			
CONSTRUCTION & MONITORING																																				
specifications																																				
approval of plans																																				
tendering																																				
contract documents																																				
-client body/contractor																																				
facilities on site																																				
-water supply																																				
-electricity																																				
-temporary offices																																				
-ablutions																																				
-notice boards																																				
-plant & equipment																																				
construction activities																																				
-cleaning & clearing of site																																				
-earthworks and excavations																																				
-handling of graves & fossils																																				
-re-use of excavated material																																				
-foundations																																				
-structure																																				
-services																																				
-waste management																																				
-occupational health																																				
-staff/employees																																				
-visitors																																				
-implementation of EMP																																				
-watering of plants																																				
-protection of fauna & flora																																				

	basic conditions of employment act 1997	tourism amendment act 105 of 1996	national environmental management: biodiversity bill B30 of 2003	housing act 107 of 1997	National Heritage Resources Act 25 of 1999	ISO 14001	environment conservation act 73 of 1989	water act 43 of 1969	development facilitation act 67 of 1995	housing act 107 of 1997	electricity act 41 of 1987	health act 63 of 1977	national road traffic act 93 of 1996	national environmental management act 107 of 1998	advertising on roads and ribbon development act 21 of 1940	atmospheric pollution prevention act 46 of 1965	national water act 36 of 1998	physical planning act 125 of 1991	SA national road agency Ltd and national roads act 7 of 1998	water services act 108 of 1997	world heritage conservation act 49 of 1999	national building regulations and building standards act 103 of 1977	national heritage resources act 25 of 1999	SABS 0040	agenda 21	Community Development Act no 3 of 1986	Development and housing act no 103 of 1985	National monument act no 28 of 1969	Liquor act	Land survey act 9 of 1927	Machinery & occupational safety act 6 of 1983	Cultural affairs act 65 of 1989	Culture promotions act 35 of 1983	
OPERATIONS & MONITORING																																		
PEOPLE																																		
-employment	■			■						■	■					■										■								
-training; unions	■																																	
-skills development	■																																	
-benefits	■																																	
-contracts																																		
-labour relations																																		
-health & safety	■									■	■															■								
-ownership																																		
-child labour																																		
-immigration																																		
HEALTH & SAFETY																																		
-employees	■			■						■	■						■									■								
-visitors																																		
-transportation																																		
cars																																		
busses																																		
helicopters																																		
-access for																																		
ambulances																																		
fire trucks																																		
-medical facilities																																		
-security																																		
-theft & crime, vandalism																																		
-water quality control			■					■			■		■							■														
-food quality control																																		
-kitchen hygiene																																		

	basic conditions of employment act 1997	tourism amendment act 105 of 1996	national environmental management: biodiversity bill B30 of 2003	housing act 107 of 1997	National Heritage Resources Act 25 of 1989	ISO 14001	environment conservation act 73 of 1989	water act 43 of 1969	development facilitation act 67 of 1995	housing act 107 of 1997	electricity act 41 of 1987	health act 63 of 1977	national road traffic act 93 of 1996	national environmental management act 107 of 1998	advertising on roads and ribbon development act 21 of 1940	atmospheric pollution prevention act 45 of 1965	national water act 36 of 1998	physical planning act 125 of 1991	SA national road agency Ltd and national roads act 7 of 1989	water services act 108 of 1997	world heritage conservation act 49 of 1999	national building regulations and building standards act 103 of 1977	national heritage resources act 25 of 1999	SABS 0040	agenda 21	Community Development Act no 3 of 1966	Development and housing act no 103 of 1985	National monument act no 28 of 1969	Liquor act	Land survey act 9 of 1927	Machinery & occupational safety act 6 of 1983	Cultural affairs act 65 of 1989	Culture promotions act 35 of 1983		
EQUIPMENT & PLANT																																			
-warranties																																			
-maintenance resources																																			
-training																																			
-maintenance execution																																			
-replacement																																			
SERVICES																																			
-water supply & quality																																			
-waste water disposal																																			
-solid waste disposal																																			
ENERGY																																			
-electricity supply																																			
-standby generators																																			
-gas (kitchens & air conditioners)																																			
-chemical																																			
FINANCES																																			
-operational (running) costs																																			
-salaries																																			
-tax																																			
-maintenance costs																																			
-income																																			
BUILDING MANAGEMENT SYSTEMS																																			
-separate private/public areas																																			
-right of access																																			
-signage																																			
-fire management (smoke detect)																																			
-maintenance management																																			
LEGALITIES																																			
-liquor license																																			
-insurance																																			
-smoking policy																																			
-advertising																																			
-animal welfare																																			
-competitions/commissions																																			
-noise																																			
TRANSPORT																																			
-roads																																			
-parking areas																																			
-signage																																			
-flight packages																																			
-drive packages																																			
-maintenance																																			

3. FEASIBILITY STUDY

Project Data

General

Name of Project	Sammy Marks Business Hotel
Project Location	Pretoria CBD- Sammy Marks
Date of Issue	5 Sep.2005
Scheme	Indicative Viability Analysis
Currency	R Rand

The hotel is a commercial development. Above all a return on the capital investment is of paramount interest. The annual net income is a factor of the annual income out of hotel activities set off against the hotel operating expenses and management costs. There are four main contributors to the total income out of hotel activities. They are the accommodation catering, bar sales and sundries. Accommodation makes up the biggest share at 50% and the others are 28%, 17% and 5% respectively. An occupancy of 60% for 1.3 persons per room will be used for calculation purposes.

Land

Land Cost	R 12, 672, 000
Land Cost per m2 of Bulk	R 4, 000
Bulk Available	3168 m2

Programme

Estimated Cost Base Date	31-Jul-06
Effective Date of Purchase	27 Oct. 2006
Commencement of Construction	22 Nov.2006
Automatic Calculation of Precontract	4 Months
Completion of Construction	20 Feb. 2008
Construction Period	15 Months

Interest

Nominal Interest Rate- per annum	15.50%
Nominal Interest Rate is Compounded	Yearly

Municipal Valuation

On Land	
On Improvements	
Total	

Rentals

Present Value Rate for Rentals	12.00%
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Notes/ Basis of Estimate

1.) Professional Team

Architect
Landscape Architect
Interior Architect
Town and Regional Planner
Quantity Surveyors
Construction Managers
Structural Engineer
Mechanical Engineer
Electrical Engineer
Project Manager
Consultants:
Kitchen consultant
Telephone consultant
Computer specialist
Audio Visual Consultant

2.) Scope of Work

Proposed Hotel, Retail and Business Centre in Pretoria's Inner City
The proposed development provides for the following rentable areas:

- A- Retail
- B- Business Centre
- C- Restaurant
- D- Hotel

					Refer to point 8.) With Parking- Basement		
	A	B	C	D	A	B	C
Construction Area	450m2	2040.32m2	871.5m2	19290m2	562.5m2	2552.82m2	1198.3m2
Rentable Area	352m2	1626m2	587m2				
Usable Area	352m2	766.56m2	403m2				
Shop Area	365.1m2	1648m2	416m2				
Use Ratio						63%	64%
With parking hotel construction area				22177.5m2			50%

3.) General

Concept plans of architect used for estimating purposes
Estimates based on information from similar projects

4.) Programme

For the purpose of this estimate the following programme has been used:
Land purchases date 27 Oct. 2006
Construction period 15 Months
Construction commencement 22 Nov.2006
Construction completion 20 Feb. 2008

5.) Cost Escalations

Prior to Construction	10.00%
During Construction	9.00%

6.) Vacancies

No provision has been made for vacancies

7.) Rentable Area

The rentable area is calculated on the South African Property Owners Association (SAPOA) method of measurement

8.) Parking Provisions

Making use of existing basement parking complex- number of bays needed will be bought at current building rates.

Required parking bays based on-
Retail- 2bays/ 100m2 of rentable area
Restaurant- 3bays/ 100m2 of rentable area
Business Centre- 2bays/ 100m2 of rentable area
Hotel Staff/Guests- 1.5bays/ room

9.) Exclusions

The following are specifically excluded from the estimated improvements cost:

Mecanical and electrical -
Satilite TV Backbone system
Refrigeration equipment
Gas installation

General:

All tenants fixtures and fittings
Special tenants requirements
Tenants signage to building
Provision for future extension
Vat

Executive summary

<u>Construction area</u>	Hotel	22177.5m2
	Retail, Business Centre, Restaurant	4313.62m2

Elements	Cost Excl. VAT@	Elemental Rate/m2 Building area
1.) Preliminaries(10%)	18,463,005	
2.) Estimated cost		
Business Centre	12,764,100	R5000/m2
Retail	1,968,750	R3500/m2
Restaurant	4,793,200	R4000/m2
Hotel	161,700,000	R1,050,000/ room (154 rooms)
Service areas, storage	2,250,000	R1500/m2
Machine rm's		
Paving	209, 000	R100/m2
Landscaping	365,000	R200/m2
Parking(use of existing)	580,000	R2000/m2
	Total	<u>184,630,050</u>
	Sub- total	<u>203,093,005</u>
3.) Contingencies (3%)	6,092,792	
Estimated current building cost		<u>209,185,797</u>
4.) Escalation		
pre- contract escalation (10%)	6,792,431.96	
post- contract escalation (9%)	12,643,679,.51	
Escalated building cost	228,622,000	
5.) Professional fees	32,509,000	
Estimated current building cost		<u>261,131,000</u>
6.) Development cost	540,000.00	(Rand)
Town planner		15,000.00
Geotechnical report and land survey		50,000.00
Sundry legal fees		40,000.00
Traffic Eng.		30,000.00
Plan scrutiny fees		45,000.00
Electrical bulk contributions		180,000.00
Bulk civil engineering cost		120,000.00
Opening function		60,000.00
		<u>261,671,000</u>

7.) Intrest

Interim intrest on development cost during construction period of 15 months at 15.5% 45,123,000

Interim intrest on land cost during construction period of 15 months at 15.5% 2,501,000

Sub- total 309,295,000

8.) Land costs

13,321,603

Land value 12,672,000

Rates and taxes during construction 80,355

Bond registration and transfer fees 539,248

Re- zoning and proclamation costs 30000

Sub- total 322,616,603

9.) Sundries

1,415,434

Insurances 1,000,000

Leasing fees(5% of total net income) 415,434

TOTAL PROJECT COST

R 324,032,037

Income and Return Schedule

(Value added tax is excluded from all rentals herein)

Category/Tenant	Rentable Area m ²	Initial Rental 31 Sep.2005 12%per annum	Future Rental 20 Feb.2007	Net Monthly Future Income
Retail	365	R 85.00	R 102.69	R 37,481.58
Business Centre	1626	R 90.00	R 108.73	R 176,794.66
Restaurant	587	R 90.00	R 108.73	R 63,824.40
Total excluding parking				R 278,100.64
Parking	58 no.	R 200	R 238	R 13 804
Total including parking				R 291,904.64
				For one year (x12)
Nett annual income				R3,502855.68
Allowance for vacancies, bad debt (less 5%)				R3,327,713

Hotel

Room information	Number	Rate- R
Guest rooms	140	R 800
Suites	28	R 1200
Presidential suites	2	R 4000
Number of guests per room	x 1.3	R 199680/DAY
Occupation rate	%	60
Income out of hotel activities		R 87, 459,840
Departmental income %		
Accommodation	50	R 43,729,920
Catering	28	R 24,488,755.2
Bar Sales	17	R 14,868,172.8
Sundries	5	R 4,372,992
Hotel operating expenses		R 56,673,976
Accommodation	20	R 8,745,984
Catering	60	R 14,693,253.12
Bar Sales	50	R 7,434,860.4
Sundries	90	R 3,935,692.8
General	25% of total income	R 21,864,960
Hotel management cost		R 9,336,338
Management fee	2.5% of turnover	R 2,186,496
Incentive bonus	25% of nett income	R 7,149,842
Nett annual income		R 21,449,526
Nett income as % of gross income		24.53%

Return on Investment

All together

$\frac{24,777,239.00}{324,032,037}$



7.70%

Sensitivity Study on Income

(effect of escalating average rental by 12%)

Retail, Business Centre & Restaurant

	Average rental	Initial return	% increased
Current average rental of	88	7.70%	-
Assuming an average rental of	99	8.60%	0.90%
Assuming an average rental of	110	9.50%	0.90%
Assuming an average rental of	123	10.70%	1.20%