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## **UCT hospitality establishment gets three-star tourism grading**



Patrick Rezandt, hospitality manager at All Africa House

Photo: Lerato Maduna

The University of Cape Town's (UCT) bed-and-breakfast establishment, All Africa House, has acquired a three-star tourism grading as a small hotel and shared self-catering facility. This achievement is in line with the university's commitment to service excellence.

In 2024, guests hailed the 48-bedroom establishment with favourable reviews, earning it a service excellence award from international travel agency Agoda. In 2023, All Africa House, located on UCT's middle campus, completed a raft of renovations with a new approach.

"This is a huge milestone for the property," said Thobile Dlamini, UCT's director of hospitality. "We are absolutely thrilled that All Africa House has been awarded a three-star grading in both the small hotel and self-catering shared apartment categories. This recognition is the result of a deliberate and sustained effort over the last few years to

reposition All Africa House as more than just campus accommodation, but as a professionally run hospitality facility that can hold its own within the broader tourism and conferencing market in Cape Town.”

“We’ve worked hard to strike a balance between maintaining the cultural and academic spirit of All Africa House.”

“The grading came about as part of our wider strategy to benchmark ourselves against industry standards. While we always hoped to be formally graded, we didn’t take the outcome for granted. The three-star rating affirms our service delivery, facilities and operating systems. It gives us a strong foundation to build towards even more ambitious goals in the future,” she said.

Dlamini paid tribute to the tireless work done by staff at All Africa House in their success over the years. “This achievement also reflects the commitment and dedication of our staff – from front desk to housekeeping whose day-to-day efforts make our guest experience what it is. I want to thank them sincerely; this is a win for all of us.”

The establishment opened its doors in 1996 and has hosted travellers, staff, students and even UCT’s vice-chancellor, Professor Mosa Moshabela.

The establishment also takes its social responsibility seriously, as evidenced by donation of office equipment to Leliebloem House in Woodstock, Cape Town, in 2024.

“Over the years, we’ve focused on refurbishments, refining our guest services, strengthening operational controls, and training our team to consistently deliver on both university values and hospitality excellence. We’ve worked hard to strike a balance between maintaining the cultural and academic spirit of All Africa House and offering the comfort and professionalism expected by today’s guests,” said Dlamini.

“We invite everyone to come and experience it for themselves. Whether you’re a visitor to UCT, an academic in residence, or simply looking for a unique stay in the heart of Cape Town, All Africa House is open to the public and ready to welcome you. And right now, there’s even more reason to visit; we’re running a Winter Warmer Special with 20% off our best available rate.”

- [Book your stay.](#)

*Story by: Kamva Somdyala, UCT News*

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