

Reception



Crooklands Changing Faces

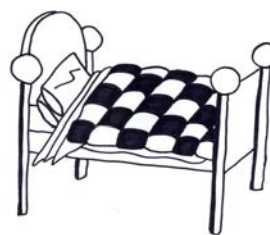
Welcome to the Spring edition of **Crooklands News**, quarterly news letter.

As most of you are aware Charles and June can not relax and take break they keep striving for excellence.

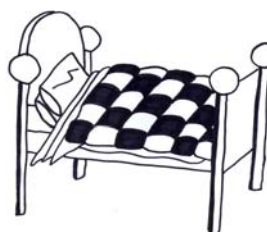
Since October last year the Hotel has undergone even more improvements if that was even possible. All the Standard rooms have been upgraded to an extremely high standard, the AA representative stated they were 4 star accommodation. The name "standard" does not really conger up the luxury and pure comfort the room have to offer, therefore we will be renaming the rooms soon.

The Superior Rooms in addition on a rolling refurbishment plan, the rooms have a rich luxurious feel to them which is illustrated by the

photograph. Also a number of the double rooms have new Staples beds, endorsed by her Majesty the Queen. The beds are so comfortable you might miss visiting those Famous attractions in the Lakes.



Standard Room



Superior Room

Conference Facilities

Conference Facilities are being updated. The Westmorland Suite is to be given a softer tranquil feel and is awaiting a new thick rich carpet. All new equipment including new data projector for the modern business man.

Ask at Reception for our Conference Package and Special offer.

Going For Gold....

Beverly Metcalf is still going for gold with the Green Tourism award and will be reassessed next month, fingers crossed!



Recent Customer Comments

Mr W. From Cheshire "I come a couple of times a year, the staff are lovely nothing is too much trouble, and the accommodation is definitely worth 4 Stars.

Master. M From Liverpool "I brought my girlfriend away for a quiet weekend, I got a good rate and the room looked newly refurbished to a high standard, the standard was better than I expected.

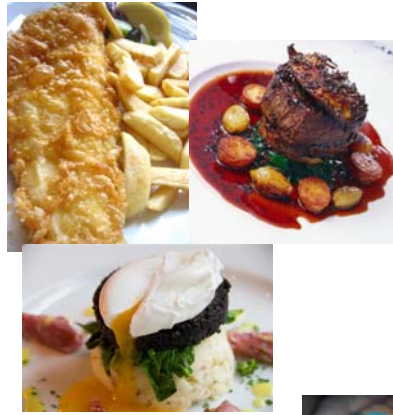
Mrs S. From Stafford "Excellent stop off to break the Journey to Scotland to see relatives, so close to the M6 I did not realize the Hotel existed until it came up on the Sat Nav"

Mr B. From Lundlow "The best food I've ever had in a hotel, Thank you"

Customers have asked for Special Dishes like we used to offer

Following the introduction of a Customer Comment Survey in the guest rooms, we have used the results to improve the service we offer our guests. Also regular customers have been giving feedback through dining survey cards.

A number of customers missed the daily specials, therefore Charles has been back in the

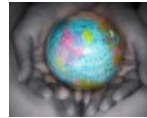


kitchen with the chefs working on new innovative dishes which have featured on the specials blackboard. In addition to this Jules Restaurant is launching a new menu incorporating some of the old favourites, that will bring back Childhood memories, and some new contemporary dishes to get those old taste buds watering. Using only the finest local ingredients to ensure freshness and quality you have become

Will Crooklands Win?

Earlier this year Crooklands entered the Cumbria Sustainable Business of the year award. Which looks at environmental policies, green issues, encouraging local wildlife, and supporting local businesses in a nutshell.

We have just received confirmation that we have also reached the Final of the Sustainable Hotel of the year award, and will be attending a ceremony in May at the Rheged Center. Hopefully we might win the award this year, also this is the furthest we have ever got, fingers crossed!



Why Not Join the Crooklands Team

At the moment we are currently recruiting for a number of positions. Crooklands offers a pleasant team working environment and chance for progression in the catering industry.

Positions Available:

- ◆ Receptionist
- ◆ Restaurant & Bar Staff
- ◆ Commis Chef

For more information ask at reception or visit our website

www.crooklands.com

Redesign of Junkers Bar

At the moment Junkers Bar is being redesigned, to give a dated bar a new lease of life. With clean lit shelves an ideal location to house our 15 varieties of award winning Scottish Malts. In addition a new wine cooling system has been installed chilling wine to the perfect temperature to unleash all the fruity flavours in our extensive Wine list.

A lot of new products will be promoted including World Beers, Crabbies alcoholic ginger beer and much more. If you have any suggestions just tell a member of staff and we will carefully consider the product so you might see it pride of place on the bar for your next visit.

Special Offers



The Crooklands Hotel
Crooklands
Nr Kendal
Cumbria
LA7 7NW

Phone: 015395 67432
Fax: 015395 67525
E-mail: Info@crooklands.com