



## RECENT TESTIMONIALS

**Just to say a very belated thank you for everything you and your staff did for our wedding day. We had an amazing day, everything was perfect and the staff couldn't have done anymore for us.**

**I have loved The Pheasant since the moment I saw it but all our guests were completely blown away by it. They won't stop talking about it and I know my aunt has already booked to stay again in March! We also received so many compliments on the food which was delicious, as we knew it would be.**

**Thanks again and we'll definitely be back sometime in 2017  
Bethany and David**

We just wanted to say a HUGE thank you to you for all that you did to make our wedding celebration so special.

From the outset, you were really easy to deal with and to relate to. You understood immediately what sort of day we wanted and came up with great ideas to make this possible. Nothing was too much trouble for you. You were so kind and empathetic that it made all the organisation side of things from our point of view very, very easy. You took care of everything and we knew from the outset that we were in safe hands.

We would also like to make a special mention about ALL your staff. Without exception, they were extremely helpful, efficient and professional and were simply amazing over the whole weekend, but on Saturday they just went to another level! They were everywhere - looking after us and our guests really well, preparing all the public rooms for our wedding celebration, helping with the cake, flower and music set ups, to name but a few! Nothing was ever too much trouble for them and everything was organised like clockwork. At the same time they were unobtrusive but spotted everything!

All the food, including the canapés and the wedding breakfast, was simply delicious and beautifully presented to a very high standard. Everyone loved the food! Please thank Peter and his team very much from us. The tables for the wedding reception were very impressive and looked stunning.

Even the maids were unobtrusive and again nothing was too much trouble for them and every small request that we had was accommodated. They managed to get the rooms turned round in record time on Saturday morning so our guests could check in to their rooms a lot earlier than they expected, so a big thank you to them too.

Thank you also for your excellent recommendations for cake, music and flowers who were all just fantastic and very professional!

Thank you once again for everything Jacquie. Everything was over and above anything we could have imagined. Due to you and your amazing staff we had the most special day ever - it was everything we could have ever hoped for and much more.  
Ania and Richard

## RECENT TESTIMONIALS (CONT'D)

Just wanted to say a massive thank you for our wonderful visit to the Pheasant on Friday. Everyone we met without exception made our visit so relaxing, wonderful and amazing. Please could you pass on our thanks and appreciation to everyone concerned? The room was fabulous and relaxing, just what I in particular needed and was looking for.....coffee and cakes in the room, the best sleep I have had in a long time...it was so peacefully idyllic....the fabulous breakfast in our room the following morning.....PERFECT!!!

An extra special thank you to the chef and his team as well as the front of house staff in the restaurant. The tasting menu and accompanying wines were sublime as was the service – attentive and informative but not obtrusive. We absolutely loved every single course; it's hard to pick out a stand out dish but for me who wouldn't normally choose duck - that was the stand out for me.

We have had afternoon tea here previously which was fabulous but the overnight stay was AMAZING, only wish it could have been for longer.

We would be grateful if you could pass on our thanks to all concerned.  
Kind regards.....Jane and Rob 2016

Dear Jacquie

I wanted to say a big thank you to you and all the Team at The Pheasant for all you did to make Sunday's family lunch for us all so special. Not only was everything clear delicious and beautifully organised, but the incredibly accommodating attitude of your staff to the younger members of the party was exemplary - and several of our guests said they just didn't want to leave they felt so at home!

We are all looking forward to our next family celebration with you!  
With best wishes, Emma

Dear Jacquie

We had a great party on Sunday - everything was perfect and we were so lucky the weather was fine enough for us to go on the terrace for drinks and coffees. Your staff were so kind and helpful and everyone had a great time.

With many thanks for all your help  
We hope to see you soon.....

Very best regards,  
Ian and Hilary

## RECENT TESTIMONIALS (CONT'D)

Dear Jacquie

Further to my previous email I have spoken to my parents following their stay and they were delighted with everything from their Saturday/Sunday visit. They highlighted in particular the excellence of the service they experienced which is indicative of the all round professionalism that you provide at "The Pheasant". That is one aspect of service which sadly is often missing from many establishments these days, they can usually get the food right but matching that with complementary good service is a bonus these days.

You met everything that I wanted in treating my parents so thanks for that.  
Kind Regards. Mr M Smallwood

Hi,

Just wanted to send a quick email to thank you for our recent wonderful stay. Me and my partner stayed on Saturday 20<sup>th</sup> for the night (Bilsdale) and it was outstanding right from check in. The room, bar and drawing room were fabulous- with everything we could have wished for.

We opted for the tasting menu which was possibly one of the best tasting menus I have ever experienced (and that is a fair few), so please pass on my compliments to the chef. Working in a restaurant myself I find it very difficult to sit back and relax but I had absolutely no trouble doing this here- the service was exceptional, with every single member of staff genuinely looking as though they wanted to be there and enjoyed their work- so credit to the management as I know it is not as easy as people think! A special mention to the gent (who I assume was the F&B manager/duty manager) who could not do enough for us.

In our line of work we always hear the negatives but rarely get the positives- so I just wanted to make sure you heard them from me.

So thank you again, we will be back.  
Claire (Restaurant Manager of local hotel)

Hi Jacquie, Sarah Jane and staff

We would like to sincerely thank you for all the effort you put in to making our wedding day the most memorable day of our lives. We are so pleased we chose your venue for our wedding reception.

Your friendliness and professionalism surpassed our expectations, everything was perfect from arriving on the Friday to leaving on the Sunday. The staff were amazing, they were so friendly and made us feel so special and made sure everything ran so smoothly. We didn't have to ask for anything as they were always one step ahead. We will definitely be recommending you in the future. All of our guests commented on the overall quality of the venue, the amazing food and rooms and all have said it was the best wedding they have ever been to.

Thank you again for making our wedding day so perfect in every way. We can not thank you enough and look forward to visiting you again in the future.  
Kindest regards, Lisa and Mark

## RECENT TESTIMONIALS (CONT'D)

Hi Jacquie,

Now that the dust has settled (ish!) on our wedding, I just wanted to send a quick mail to thank you again for such a wonderful day. We'll be sending out some 'proper' thank you cards in due course but I felt it was important to send an interim note of appreciation whilst things are still fresh in our memory.

Everyone has commented on how fantastic the venue was, and we've had numerous compliments relating to the absolutely STUNNING food - a far cry from the standard soup-chicken-cheesecake menu present at so many weddings. Your organisational skills also can't be faulted; I was a little worried about how on earth everything would come together given the fact that we were trying to manage everything from the other side of the country, but I've actually been amazed at how little effort was required on my part - you kind of just did it all for us!

A special mention should also go to Michael, who did a sterling job of keeping everything flowing smoothly and I believe put up with quite a lot from our party, certainly later into the evening.....

All in all, a truly splendid weekend, right from the second we arrived on Friday until the moment we left on Sunday - I can't thank you enough, and please pass our comments on to the rest of the hotel team as well, as I know how hard everyone must have worked behind the scenes.

Hopefully see you again soon (we will be back!!), Emma and Matt

Hello

I just wanted to say a massive thank you for making our the wedding so amazing on Friday. We couldn't have asked for more. The venue and staff were all amazing, especially Michael who made sure everything ran smoothly on the day, and Liam from the bar who was lovely. We couldn't fault any of the staff and everyone said that the venue was perfect.

Everyone commented on how lovely the food was and said it was the best wedding meal they have ever had. All the guests who stayed at the hotel said how lovely the rooms were as well, and the pheasant suite where we stayed was amazing!! Perfect for getting ready on the morning.

We had the perfect wedding, and will hopefully be back soon!

Thank you again - Hannah July 2016