

Stanwell House Hotel

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Stanwell House is an AA 3 star boutique Hotel located in the centre of Lymington offering rosette awarded dining and a selection of high quality accommodation.



The hotel records stays through Guest Comment Cards monitoring any feedback, whether bad or good and have a follow up system with Heads of Department for any constructive feedback. Tripadvisor is the benchmarking system used for both the Restaurants and the Hotel. Stanwell are currently rated as the number 1 Hotel in Lymington and 5th in the New Forest. This feedback has been used on a number of occasions to improve the customer experience including placing of information about things to see and do in the New Forest throughout all bedrooms.

Over the past 12 months many of the hotel's staff have been through various training; coffee training from the local supplier Mozzo Coffee, Bar training, WSET training, Basic Food Hygiene, Fire training, Manual Handling, First Aid and COSHH training. Briefings have been introduced into each of the restaurants before service about upcoming and future services. This aids communication which therefore benefits the guests because they are working as a more efficient team. Several of the younger team members are currently doing NVQs for Customer Service and Food and Drink Service.



The company ethos is that customers are the biggest asset. Over the past 4 and a half years not only has the repeat business grown in terms of residential guests, but also the local clientele that dine, drink, or simply pop in for a quick coffee. Amongst the local customer base, word of mouth has been a major factor in growing the business.

