

The NFDC Award for Outstanding Customer Service

The Nurse's Cottage Restaurant with Rooms

Contact: Tony Barnfield

Phone: 01590 683402

E-mail: nurses.cottage@lineone.net

Website: www.nursescottage.co.uk

Customer service is at the cornerstone of the Nurse's Cottage with an aim to exceed customers' expectations. This is reflected in the high volumes of repeat business which Tony and his team enjoy.

Training of all staff to recognise customer service from the customers' perspective is key.



Each of the five bedrooms have been designed and fitted imaginatively to match customer needs. In addition, all signage, staff badges and menu holders have recently been signed to make them clearer, brighter and more customer friendly.

The restaurant has recently 'gone organic' on the belief that this will benefit the customer, adding to the long standing use of local produce.

Upon booking, all guests are provided with travel details advising them of the best route to reach the accommodation. Guests arriving by train to Sway station are collected and personally walked the short distance to their destination.



Each guest bedroom is supplied with a six page guide offering information on the premises and its facilities. The guide covers everything from accessibility to tourism information.

The Nurse's Cottage has been widely recognised for its outstanding customer service. Feedback from both guests and journalists who visit the restaurant and/or guest accommodation also reflect the excellent hospitality offered by all staff.

