



# +1 news

Autumn 2019



## Welcome to +1 news

English Lakes Hotels Resorts & Venues has had a fantastic summer season, opening our doors to many new visitors, as well as regular guests and our strong local following. This is the first season that we have been able to showcase the re-development of Low Wood Bay Resort and Spa in its entirety. To say that we are delighted with the results would be an under-statement!

The events calendar has been full once again, with a series of festivals at The Midland in Morecambe, a Spanish food and wine evening at The Wild Boar and our own hotly contested English Lakes Rounders' Competition.

It was a pleasure to honour Douglas Dale, English Lakes Operations Director, as he celebrated forty years' service at a black tie dinner at Low Wood Bay, surrounded by colleagues and family. At the very start of their career, we welcome five new Chef Apprentices and wish them well as they embark on their two year course. It also seems right to mention the company's training ethos and the team members who have gone on to great success in a variety of training courses.

Once again, we've been able to support various charities in both practical and financial ways. We loved taking Sam the Dog to visit Carlisle Mencap's Children's Centre in Penrith, where their facilities have benefited from donations from our very own Sam's Club initiatives.

Tina Taylor  
Content Manager

## Low Wood Bay's Stunning Transformation

Summer 2019 saw the completion of the final phase of Low Wood Bay Resort's multi-million pound re-development. Now, visitors and guests can enjoy superb outdoor Spa facilities. Making the most of the stunning views across the lake, the outdoor space includes our Lakeview infinity pool, hot tubs, fire pit, and magnificent Fellside sauna which showcases panoramic views from the large picture window.



Previously, we celebrated the opening of Winander Club, stylish and exclusive apartment-style rooms; Blue Smoke on the Bay, showcasing a brand new dining experience; the Atrium, including Norman's juice bar. Not forgetting our spectacular indoor Spa, offering a range of thermal experiences and beauty treatments.



# Diving for Treasure

Two of the Watersports at Low Wood Bay team have discovered a new passion - retrieval diving! Angus Hosking and Declan Turner spend their spare time freediving around Low Wood Bay and other Lake District waters. They've brought some interesting and precious discoveries to the surface, including several items which guests and watersports visitors have dropped into the lake by mistake. Recently a Russian family were grateful for the retrieval of their iPhone and a pair of AirPods

Angus commented,

*"We've found a pair of reading glasses, items of jewellery, a bicycle, as well as probably over 10 mobile 'phones, all sizes and makes. We discovered a DSLR camera that was lost in 2014. We knew the date from checking the SD card and seeing the dates of when the last photos were taken. Unfortunately we still haven't found the owner, but we're trying".*



# Protecting and Promoting Landscape and Heritage



English Lakes has recently commissioned a new Visitor Giving scheme that will support local community and environmental projects.

The new English Lakes Sustainability Fund, administered by Cumbria Community Foundation, provides grants for charitable not-for-profit groups who are working hard to protect and promote the local landscape, environment and heritage. This will include conservation projects that improve the physical and natural environment in both the Lake District and Lancashire, where our hotels are situated. We can look forward to supporting habitat creation and restoration, species conservation, repairing and maintaining the upland paths as well as hedge restoration and wildflower planting schemes.

We are delighted to report that the first grant has been awarded to Windermere, Ambleside and District Angling Association (WADAA) towards a project to improve access at Castlehead Tarn. The development will provide wheelchair access to the area and help open up the sport to a wider community.

Nick Butterfield of Windermere, Ambleside and District Angling Association (WADAA) said,

*"The allocation of the grant award from English Lakes Hotels has allowed us to fully renovate a disused lake, providing flat, level access for disabled and mobility impaired anglers in the South Lakes. This has created a safe and tranquil environment for people to enjoy, as well as giving us appropriate facilities to accommodate specialist groups and juniors".*

We are grateful to our guests who are happy to add a small donation to their bills in order to support such worthy projects.



# Operations Director Celebrates Forty Years' Service

Douglas Dale, Operations Director at English Lakes Hotels Resorts & Venues is our longest serving member of staff and has just celebrated forty years' of dedicated and distinguished service.

## Significant milestones

Completing ten years managing and living at The Wild Boar was certainly a highlight of my time at English Lakes. Our children were young at the time, and were keen to get fully involved in the life at the Inn, welcoming guests and helping in the kitchen. I'm sure this helped create the warm family-friendly atmosphere that continues to this day.



Helping to plan, design and build Lancaster House between 1989 and 1991 was a pivotal time. To witness something that started as a concept taking shape and being built from the ground up was a particularly rewarding experience.

In 1991 it was an honour to take my place as Operations Director on the Board of English Lakes.

## Your proudest moment?

The opening of Lancaster House in 1991, and subsequently overseeing the operation for the following twenty-eight years.

## Changes in the industry?

Snail mail has become email! I've watched the season of handwritten letters, typewriter, teletext, fax and manual bookings come and go.

Guest expectations have grown and, I'm sure, will continue to do so. Can you believe that guests used to be quite happy sharing bathroom facilities back in the day? And they wouldn't have expected a television in the bedroom, being quite happy to join fellow guests in the TV lounge! How times have changed.

## What has remained constant?

Genuine hospitality and the desire to meet and surpass guests' expectations will always remain the same.

## Humorous moments from the past?

When I was at The Wild Boar, we used to lift the carpet off the dance floor and pop it in the staff room. At the end of the night we would put it back down. One particular night an off duty member of staff saw the carpet and thought it must be going spare so they cut it to size and fitted it in their staff bedroom!!

A newly married couple had left some clothes to be placed in their bridal room. When they came back to collect them we realised that they had been sent to the dry cleaners who were closed!



## +1 Winners

### Lancaster House

#### Mike Bennett

Mike noticed a member of staff in distress at work and was too ill to work. As they were unable to drive themselves home safely, Mike drove them home and arranged for their car to be taken back to their house.

#### Trevor Humpage

Trevor acted as an alarm call for a guest who needed to be up by 4 am to get a flight from Manchester. Trevor noticed that he hadn't checked out and went to wake him. The guest was very relieved and appreciative.

#### Lisa Ng

Lisa is fantastic with her future bride & grooms. Lisa often stays late to fit in meetings with couples. Lisa has managed to confirm two weddings due to this and minutes after one meeting the guests came back and paid a deposit. Well done Lisa.

#### Faye McGuinness

Faye organised a colouring competition over the Easter weekend, purchasing Easter eggs for prizes to give to the winners of the competition.

### Sandpiper Health Club

#### John Carr

John brought his own sewing kit from home to fix the head rest on the loungers around the pool.

#### Kristina Hettrick

A member of staff was taken ill during a shift. Krissy stayed behind during her cleaning shift opening up the club to ensure our guests weren't disappointed and unable to use the facilities.

#### John Carr

Due to our supplier not delivering new robes for the beauticians for spa days, John took some used ones home and washed and dried them for use the following day. What a star!

### Low Wood Bay Resort & Spa

#### Sam Rees and Marc Sanders

A couple of guests wanted to dine from the Windermere menu even though The Windermere Restaurant was closed. Sam and Marc offered to cook the meals of their choice in Blue Smoke. The guests were delighted.

#### Steve Denison

It was a particularly wet day and water was leaking through a door frame in the Langdale Lounge and dripping onto the carpet. The hotel was very busy and guests were commenting on it. Steve came to investigate and, as a result, ended up going onto the roof in the appalling weather to take a look. Because of his efforts, the leak was stopped and the area was dried out in time for the large number of arrivals later that afternoon.

#### Chad Morgan

Rachel was alone in the Weddings Office and had a clash of two meetings due to the early arrival of a bride-to-be. Chad took care of a show round in The Winander which was very helpful. The happy couple found Chad to be very pleasant and knowledgeable and he reinforced their confidence that Low Wood Bay was the perfect choice for their upcoming wedding.



# Summer Seafood Festival

Thousands of visitors flocked to The Midland's 2019 Seafood Festival from 5th to 7th July. The programme included a Surf & Turf evening BBQ on the Saturday, and the popular Sunday Seafood & Farmers Market. New to the Festival was a Craft Beer, Ale & Cider night on the Friday. Other delights included a Gin Masterclass, Cake and Seafood demonstrations, a Pimms & Cream Tea Bar, a Laurent Perrier Champagne & Oyster Bar, Artisan Gin Bar and live entertainment by The Steven Wren Quartet.

Mark Needham, General Manager of The Midland commented,

*"Once again, we cast our net as wide as possible inviting the highest quality seafood producers and wonderful fare from the seas around Britain. That included a team trip to Fleetwood fish auction with our supplier, My Fish, to source local produce for the weekend".*



# Launch of Seahorse No 10 Pink Gin

The Midland celebrated World Gin Day with the launch of its own pink gin. Seahorse No. 10 Pink Gin was introduced at The Midland's Gin, Vodka and Rum Festival weekend in June. The team at the hotel worked with an artisan distillery, Speakeasy Spirits, to craft the new pink gin, which includes 10 exotic botanical flavours and sour cherry to provide its distinctive taste and colour.

This year's summer drinks festival widened to include vodka and rum, featuring a range of premium 'tasting samples' and a selection of gin, vodka, rum and cocktails for purchase.

... We're also very excited to announce our own original Seahorse No.10 gin has won a silver award in the International Wine & Spirit Competition.



# Rioja Evening at The Wild Boar

Luis Marculeta from Bodega Rioja Vega hosted a Spanish food and drink evening at The Wild Boar this summer. Rioja Vega is one of Spain's most distinguished wine producers, and Luis talked about the winery's ancient wine making tradition dating back to the dawn of wine culture in the region. Luis teamed up with The Wild Boar head chef, Dylan, to pair some fine wines with a specially devised menu, including Hispanic style octopus and lamb dishes.



Adam Bujok, Manager of The Wild Boar

# New Recruits for Culinary Academy

English Lakes Culinary Academy goes from strength to strength, with five chef apprentices starting their new career in September. This is a fully accredited two year apprenticeship programme for school leavers, 16 years and older, aspiring to train as chefs. It provides an opportunity to work alongside our Head Chefs and train with the Michelin starred, Steven Doherty.



# Training for Success

English Lakes has an established tradition of ensuring that we offer our employees a career development path within the company. Many of our team members have progressed in their chosen field and have remained in the company for ten, twenty, thirty years and more. Indeed, we have several families working for us who have two generations of English Lakes employees.

Training is an important element of personal development within the company. As this goes to print, we have 14 team members from across all the hotels studying subjects such as Hospitality Management, Supervision, Leisure Management, Production Chef and Food & Beverage.

Congratulations to all our in-house learners, and specifically to Harry Newton and Emma Underwood who have achieved significant success at Lancaster House.

Harry was one of the first to achieve the new standards in Level 3 Hospitality Supervisor qualification, with distinction. Harry's Babcock tutor commented, "It's been a pleasure working with Harry, who, I believe, has all the qualities required to be a Manager at Lancaster House. He thoroughly deserved a Distinction".

Emma Underwood, Operations Manager at Lancaster House was recently awarded Level 4 Qualification for Teaching Food Safety at level 3. This is a significant achievement and a real benefit to the company.



## +1 Winners

### Rachel Baines

Rachel designed a bride's save the dates and the bride loved them so much that she asked Rachel to design her wedding invitations as well. Rachel spent a great deal of time on these to make sure they were perfect for the bride.

### Emese Debreceeny

Emese found three credit cards behind the curtain when cleaning a room following the departure of a conference delegate. She rang the Housekeeping office to report this before coming down to the Hotel with the cards. Her prompt action meant that the guest could be reunited with his cards before setting off on the coach. Relief all round!

### Andrew Coventry

Several guests have commended Andrew for being a charming, pleasant and attentive host in the Windermere Restaurant and for maintaining a pleasant manner despite setbacks. Guests have appreciated the care he has taken in meeting their dietary requirements.

### Nevil Jeffery

It was early morning, the Windermere kitchen's dishwasher was broken and the kitchen porter hadn't yet arrived; Nevil put on an apron and helped the kitchen team for as long as was needed to ensure that breakfast service could run as normal. His helpful attitude was greatly appreciated by everyone.

### Steve Hogarth

One of the competitors in the Flying Scotsman rally was having trouble with his car so Steve offered to help him. He brought tools, lifted the bonnet and, with the help of the owner, got the car started. This meant that the car was in good shape to set off on the rally the next day.

### Kay Apperley

Kay came into work on her day off to pick up two of her colleagues and drive them to Preston for a work-related appointment.

### Jack Taylor

Jack welcomed a lady to the hotel who had been here previously in the 1930's. He took the time to talk with her about the hotel and gave her a copy of Michael Berry's book to read whilst they had a cup of tea. On speaking to the lady later on, she was thrilled with all the information and how helpful Jack was.

## The Health Club at Low Wood Bay

### Sue Thompson

Sue stepped in and washed a guest's jeans when the guest's child had been sick over her.

### Kalum Heywood-Bryant

A lady was feeling unwell on the Nordic walking session so Kalum went to collect the lady and brought her back to the health club

### Ashley Gobbi

A work colleague's car broke down so Ashley drove from Windermere to Ulverston to pick her up and bring her to work.

### Mel Boak

A member ordered a drink and cake from Normans then realised she had forgotten her purse so Mel lent her the cash.

# New Look Sam's Club

Sam's Club, our children's club, is designed to give our younger visitors a warm welcome to the hotels. Introducing our new look menu, activities and Sam's Club passport. Sam's also looking tip top – a recent visit to the dog groomers perhaps?



## The Wild Boar Welcomes Head Chef

A warm welcome to Dylan Evans, Head Chef at The Wild Boar. Dylan has previous experience in restaurants in Mayfair, the Royal Festival Hall and as proprietor of Wild & Co in Windermere. Prior to that he spent several years in Middle and Far East where he was inspired by their methods of cooking and 'big flavour' approach to food. He loves spices, colourful ingredients and cooking on the grill. He also manages to add a bit of Italian flair to many of his dishes, a tribute perhaps to his wife, who is from Rome.

Dylan's favourite dish from the current Wild Boar menu is Lamb Shoulder with Pilau Rice, but he's also more than a little fond of the range of salads that are being served. His no fuss presentation is clean, fresh and rustic. Dylan will be making full use of the herb and fruit garden at The Wild Boar, and he's looking forward to developing the vegetarian and vegan choice to complement the already legendary meats and steak offering.



## Children's Centre Opens Sam's Room



Sam was a huge hit with service users, staff and guests of all ages when he accompanied Ben Berry, Sales and Purchasing Director, during a visit to Carlisle Mencap's Huntley Avenue Children's Centre in Penrith. The purpose of their visit was to open a new ultra-modern sensory and technology room, created using a donation from English Lakes Sam's Club. The new facility is to be called Sam's Room in honour of our beloved mascot Sam the dog.

Carlisle Mencap's CEO Sheila Gregory said,

*"We were thrilled to be given a £10,000 donation from English Lakes Hotels Resorts & Venues towards the new-look facility, as well paying for a state-of-the-art swing for the garden at Huntley Avenue."*

Craig Scott, Manager of the Huntley Avenue centre, commented:

*"We've been able to put together a technology room with an up-to-date television, laptops and iPads giving our children opportunities for play and learning. We have also purchased a new basket swing for outdoor play. This equipment will make a huge difference to the children and we can't thank English Lakes enough."*

# School pupils support mental health charity

Year 10 pupils from Beech Hall School in Macclesfield challenged themselves to raise £25,000 for the mental health charity PAPYRUS, dedicated to the prevention of young suicide.

The Watersports at Low Wood Bay team was delighted to help them in their 'mega triathlon', by lending canoes, paddles and safety equipment to complete the first leg of their Odyssey. After paddling the 11 mile length of Windermere, the teenagers cycled 106 miles from Kendal to Disley before walking the remaining 13 miles back to their school in time for its end of year fundraising party. Congratulations to all involved in such a worthwhile event.



# Family Rounders Match

The English Lakes Family Rounders' Competition was once again hotly contested. Employees with their friends and family gathered to watch and participate in teams from Low Wood Bay, Lancaster House, The Midland and a joint Wild Boar/Waterhead team. Congratulations to Lancaster House who took first place again for the second year in a row.

Buoyed by their success, the Lancaster House team then went on to compete in Napthan's Charity Rounders match, facing fourteen teams from businesses across the North West. The previous year had not gone so well, with Lancaster House ending down in the doldrums. This year was a different story. It was a close fought competition that went right to the wire. Lancaster House eventually won the competition with the last hit of the day. A superb effort by all involved.



# +1 Winners

## Low Wood Bay Watersports

**Paul Brown & Dan Wilson**

Paul and Dan helped a colleague when she accidentally locked her keys in the car.

**Paul Brown**

A Marina member dropped a very important steering wheel pin into the lake. Paul managed to fish it out of the water with a pole.

**Ryan Pond**

Ryan found a phone in one of the motorboats at the end of the shift. Even though it has been a busy day, Ryan remembered who the people were on that boat and the phone was safely returned.

**Angus Hosking**

A lady accidentally dropped her bank card into the lake. Angus changed in to his wetsuit and went in to retrieve it. He managed to get the card and the lady was extremely grateful.

## The Midland

**Kev Hardy**

Kev retuned a TV for Mrs Graham and he then wrote down the TV channels for her so that she wouldn't miss Murder She Wrote or Midsummer Murders.

**Kieran Brannigan and Brian Jenkins**

Kieran and Brian unblocked a guest toilet when maintenance weren't in over the weekend.

**Kim Marshall**

Kim took care of school children, gave them a tour of the hotel on Monday afternoon. The tour was booked with Brian but as he is always off on Mondays, Kim kindly did the tour instead.

**Shams Abouzeid**

One of the guests was trying to explain how the beef should be cooked for his wife, who was deaf. Shams asked the lady in sign language to explain it herself. This was the first time she could order a meal herself and have a full conversation with the waiter.

## The Wild Boar

**Mark Burnhill**

When Andy cut his finger very badly, Mark took him to the hospital, waited there with him and brought him back home once he had been seen to.

**Heather Baker**

A customer was in desperate need for a needle and thread. Not only did Heather provide the needle and thread she also helped to sew up the ladies loose hem on her trousers.

**Christian Duminica**

An American lady asked Christian if she could have an American Martini. Christian was unsure how to make the drink but he googled it and created the drink for the lady. The lady loved it and said it was the best American Martini she had ever had!

## Waterhead

**Ilse Bujok and Laura Rautu**

On check-in the guest mentioned that they just got engaged. Laura and Ilse organised two glasses of prosecco and a card signed by most staff to go in their room and also put some swan towels in the room for them.

# Transfers & Promotions...

## Low Wood Bay:

Archie Gaskin	Winander Club Supervisor to Front of House Porter
Jonathan Morris	Bar Team Member to Front of House Porter
Phil Watson	Senior Front of House Porter to Concierge
Jack Taylor	Front of House Porter to Senior Front of House Porter
Emilia Rokita	Normans Assistant to Normans Supervisor
James Wilkinson	Front of House Porter to Guest Relations Manager
Francisco Fernandez Cerrillo	Commis Chef to Demi Chef de Partie
Matt Jones	Kitchen Porter to Commis Chef Blue Smoke on the Bay
Danny Booth	Bar Team Member to Supervisor Blue Smoke on the Bay
Bronte Pearce	Restaurant Assistant Blue Smoke to Supervisor Blue Smoke on the Bay
Kate Mackanicová	Room Attendant to Housekeeping Supervisor
Debbie Oliver	Main Reception to Winander Club Reception
Claudia Tapalaga	Housekeeping Supervisor to The Windermere Restaurant Supervisor
Lee Halton	Front of House Porter to Bar Team Member

## Lancaster House:

Luke Irving from Sandpiper Club to LWB Spa Duty Manager

## The Midland

Ruth Ireton	Restaurant Supervisor to Senior Restaurant Supervisor
Tammy Barwell	Restaurant Supervisor to Senior Restaurant Supervisor
Reece Middlebrook	Demi Chef de Partie to Chef de Partie
Joe Bowman	Demi Chef de Partie to Chef de Partie
Alexander Visciano	Senior Chef de Partie to Junior Sous Chef
Ewelina Lesnik	General Assistant to Restaurant Supervisor
Craig Ley	General Assistant to Head Bartender (Supervisor)

## Waterhead:

Rob Constantin	Night Porter to Breakfast Supervisor
Dale Gardiner	Restaurant Supervisor to F&B Assistant Manager

## The Wild Boar:

Heather Baker	Head Receptionist to Personnel & Admin
Cristian Duminica	Restaurant Supervisor to Assistant Restaurant Manager
Stevie Carstairs	Chef de Partie to Junior Sous Chef
Juan Garcia Sota	Room Attendant to Commis Chef

# Congratulations ...

Congratulations to Hannah, Lancaster House Housekeeping Supervisor, and Dan Bleasdale who were married at Lancaster House on 26th July.



Welcome to Isaac Baines, baby boy of Scott Baines and Michelle Burrow, Lancaster House, born on 30th June, weighing in at 7lb 2oz.



Congratulations to Naomi and Warren Goodley, Lancaster House, on the birth of Isaiah on 28th June, 7lb 1oz.



# +1 Winners

## Adam Graham

Adam created a birthday cake at the last minute for a guest whose supplier had let him down. He decorated the plate with his very own homemade sticky toffee pudding!

## Bogdan Ghita

Bogdan cleaned some of the staff cars as the weather was nice and he thought it would be a nice thing to do for them.

## Simone Gelder

Two guests wanted to go swimming at Low Wood but the weather had got very wet so Simone offered to drive them there in her car – they were most grateful and couldn't thank her enough.

## Mihai Ghita

One of our guests has a boat on the lake that had become unloosed from the jetty. Mihai went out of his way to help the guest rescue it.

## Marcus Whitney

Marcus was most helpful with guests, he filled their water up in the car and checked it over before they went on their long journey to Scotland.

## Group Sales

### Gail Bartolf

Gail saw that I was getting all the stands and items together for the next careers fair I was attending on my own as Val was away, and took it upon herself to carry everything down the stairs to my car for me so that I didn't have to do numerous trips up and down on my own or, worse, try and carry it all in one go which would certainly would have not done my back and hip any good! And would have probably resulted in me tripping over!

### Jennifer Greenhalgh

While we have been short staffed the office cleaning has fallen behind. Jennifer brought in her own cleaning supplies, Hoover, mop etc. from home and deep cleaned the entire office floor, kitchen and bathroom on a day that she was supposed to be off on annual leave.

### Carolyn Milton Barker

The whole booking process was very straightforward and you were all really easy to deal with, so thank you!  
Sarah Hatt, Eden Project

## English Lakes Hotels, Support Office

### Steve Hoggarth

Steve went to the Wild Boar in his own time to fix the dryer, which meant that Housekeeping couldn't dry any of our hand towels so it was a huge relief when it was fixed.

### Julie Elliot

Julie went above and beyond her duties to help a colleague learn a crucial new part of his job linked to payroll. He was really touched by the extra commitment and time she put in.

## Ambassador

### Mike Coates

Marc at The Wild Boar asked Mike if he could borrow his mini digger so he could do some garden maintenance. Mike came in with his mini digger to help Marc when he had a day off, and took out all of the dead conifers. Marc really appreciated Mike doing this!