

19<sup>th</sup> November 2007

## Service Excellence at Ickworth

The West Wing at Ickworth struck gold at the Anglian Business Awards 2007 winning The Outstanding Customer Service award on Thursday 15<sup>th</sup> November. This prestigious award was collected by Ickworth Sales Manager, Mary Myers and General Manager, Richard Wheeler.

Ickworth House is a National Trust property situated in the village of Horringer, near Bury St Edmunds in Suffolk. The 18<sup>th</sup> Century Georgian house stands in 1800 acres of gardens and pleasure grounds, and was the home to the Hervey family from 1928 to 1996.

Sodexo Prestige, the UK's leading event caterer and provider of hospitality joined forces with the National Trust in 2005 following the extensive redevelopment of the West Wing at Ickworth House. The West Wing now boasts a range of wonderful facilities including a fully licensed public restaurant, conference and banqueting facilities and external event space for unlimited numbers. Over 175 functions have been held in the West Wing already in 2007 including conferences, meetings and weddings.

The Anglian Business Awards is one of the top dates in the regional business calendar, recognising excellence and achievement in the local business community. Judges were looking for entrants in this award to demonstrate a high standard of customer service in their organisation including innovative and measurable approaches to customer services with evidence of their success.

On winning the award, Richard Wheeler, General Manager of The West Wing at Ickworth House commented, "We are absolutely delighted to have won this

prestigious award. We are all totally committed to the high standards at The West Wing and are passionate about our service where the customer is at the heart of our business.

There are many factors we feel assist our great customer service from our dedicated team who are trained to the highest standard to 'Success Guaranteed' an initiative used by conference and banqueting guests with the aim to further improve customer services, operating standards and food quality. Winning the Outstanding Customer Service award means an enormous amount to the team and we look forward to another successful year in 2008".

Since it's opening in 2005, The West Wing has won a host of awards and accolades including:

- The restaurant being voted *one of the 50 best places to eat in Suffolk* in the Suffolk Magazine (2006/2007)
- *Winner of the Prestige Venues Star award for Service Excellence 2007*
- Being chosen among the *top 50 international wedding venues* by the Independent on Sunday (2006)
- 100% score in the National Trust mystery shopper audit (2006/2007)
- The Success Guaranteed mean scores derived from follow up customer satisfaction ratings have ranked Ickworth in the *top four* since records began across all of the Sodexo Prestige UK venues

**Ends**

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**Notes to Editors**

**Sodexo Prestige**

Sodexo Prestige is the UK's largest event caterer and provider of corporate hospitality packages. The company provides catering at prestigious events such as the Chelsea Flower Show and Royal Ascot. It also

provides catering at permanent visitor attractions such as Blenheim Palace, Knebworth House and Epsom Downs Racecourse, as well as Murrayfield and Hampden Park stadia in Scotland.

Visit [www.prestigeexperience.co.uk](http://www.prestigeexperience.co.uk)

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Location is essential, and through Prestige Experience's collection of over 30 properties you can select venues throughout the UK. that run the gamut from racecourses and castles to stadiums and ships.

The booking of an event is now made easy through our central sales team - a group of dedicated professionals who look after your individual event from start to finish. Our high-level organisational expertise, genuine hospitality and inspired catering all combine to ensure that an event at any of our venues is a success.

[www.prestigeexperience.co.uk](http://www.prestigeexperience.co.uk)

The online service has a unique collection of venues ranging from Ascot Racecourse to Glamis Castle. Visit the site and take a 360o tour of the facilities on offer.

For more information call:  
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## **Prestige Hospitality**

Prestige Hospitality has long been recognised in the UK as a leading corporate entertainment provider, with an extensive selection of official hospitality events to its credit. We manage prestigious events such as Royal Ascot, the Chelsea Flower Show, the Vodafone Derby, and Rugby World Cup 2007, to name just a few.

For more details visit [www.prestigehospitality.co.uk](http://www.prestigehospitality.co.uk) or call 0870 421 4868.

## **The Christmas Company**

The Christmas Company, owned by Sodexo Prestige, is now the largest operator of Christmas parties in the UK at eight venues with a combined floor area of some 25,000m<sup>2</sup>. Since 1991 over one million guests have chosen The Christmas Company.

The Christmas Company is the most popular operator of Christmas parties in the UK with venues in London, Manchester, Leicester, Milton Keynes, Nottingham, Bracknell and St Albans.

The combination of accessible locations, competitive pricing and a reputation built on world class entertainment and great food has ensured The Christmas Company has lead the field for the past 14 years. We were the first festive party company to provide online booking facility in July 2006.

For more details visit [www.the-christmas-company.co.uk](http://www.the-christmas-company.co.uk) or call 0870 72 72 789.