



The Imperial Hotel and Café Cru

CAFE
CRU

North Drive, Great Yarmouth, Norfolk NR30 1EQ Telephone: 01493 842000 Fax: 01493 852229
Email: reception@imperialhotel.co.uk Web: www.imperialhotel.co.uk www.cafecru.co.uk

MR & MRS MOBBS,

29/7/2010.

IN ALL THE HOTELS WE HAVE STAYED IN WE HAVE NEVER FELT COMPELLED TO WRITE A LETTER: UNTIL NOW. UPON ARRIVAL AT YOUR HOTEL WE WERE LOST AS TO WHY YOU HAVE A FIVE STAR RATING BUT THIS EVENING MADE IT QUITE CLEAR - THE QUANTITY OF FOOD AND SERVICE! AS A NEW FAMILY WITH A SIX-MONTH DAUGHTER WE HAVE BEEN "TUTTED" OUT OF RESTAURANTS BUT NOT YOURS. THE LEVEL OF SERVICE GIVEN BY JEANENE, GILL & CAIZEN (SORRY FOR THE SPELLING!) WAS PERSONAL, DISCRETE AND PROFESSIONAL. AS PARENTS WE WORK VERY HARD AND MANAGED TO FIND TWO DAYS OFF TO VISIT GT YARMOUTH FOR A SHORT BREAK AND THE SERVICE OFFERED TRILUM MADE IT WORTHWHILE. IT'S AMAZING HOW THE SMALLEST COURTESY GOES A LONG WAY AND WHEN JEANENE OFFERS TO TAKE OUR RESTLESS BABY FOR A TOUR OF THE HOTEL SHE MADE OUR EXPERIENCE A LOT MORE ENJOYABLE AND, NO DOUBT, YOUR OTHER DINERS TOO.

HOSPITALITY AND SERVICE HAVE ALWAYS BEEN CLOSE TO MY HEART AND AN INDUSTRY I UNFORTUNATELY LEFT SEVERAL YEARS AGO. THE SERVICE OFFERED AT YOUR ESTABLISHMENT HAS RESTORED MY FAITH IN THE SECTOR AND I LOOK FORWARD TO RETURNING TO IT SOON.

THE ABOVE MAY SEEM LIKE AN OBVIOUS ACT OF KINDNESS BUT IT MEANS SO MUCH MORE TO MY WIFE & I.

WE WOULD LIKE TO THANK ALL YOUR STAFF FOR MAKING OUR SHORT BREAK COMFORTABLE & RELAXING AND LOOK FORWARD TO RETURNING IN THE FUTURE.

SINCERELY

MR & MRS PERKINS (AND ELIZABETH)
Room 229.



General Manager: N. Mobbs Executive Chef: S. Duffield

The Imperial Hotel (Great Yarmouth) Limited Directors: N. L. Mobbs BA MHCIMA, A. M. Mobbs BA Registered in England No: 681667