

Best Customer Service 2014 goes to.....us

Submitted by: Ragdale Hall Spa

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At a glittering awards ceremony last week, Ragdale Hall's co-owner, Michael Isaacs was very proud to pick up, on behalf of the team, the Good Spa Guide Award 2014 for Best Customer Service (<http://www.ragdalehall.co.uk/guest-media-reviews.php/Guest-Reviews-2/>). This beautiful glass bubble is now proudly displayed in our awards cabinet at the front of the Hall.

The winners of the National Awards are selected by the Good Spa Guide's team of eight specially appointed expert Spa Spies who review over a hundred spas every year. For Ragdale Hall to stand out as being the Best for Customer Service amongst all that competition is an outstanding achievement for every single member of the team and one of their most proud moments to date.

In their latest review, this is what one of the Spa Spies had to say about Ragdale Hall:

"What makes this spa special is the smoothness of the operation. The very high staff to customer to staff ratio means that there is always someone on hand for every request; furthermore, that someone is always happy, motivated and clearly proud and pleased to be part of the Ragdale team.

It really does give a sense of a place where a spotlight has been shone on every aspect of the customer offering, from arrival to checkout and everything in between, and where every wrinkle has been ironed out.

Ragdale Hall is friendly, unintimidating and inclusive, with a strong sense of family – both from the staff and also with multi generational groups of spa goers. The standards are high across all aspects of the operation and it is a pleasure to be a guest there."

Announcing the winners, founder of The Good Spa Guide, Daphne Metland says:

"The competition for this year's awards has been stronger than ever before as the standards are so high. We have some incredible spas in the UK and our winners and finalists all deserve a special mention due to the amount of hard work, dedication and high level of service they offer to their spa guests. We congratulate them all."

Here's Michael Isaacs, Co-owner, Hannah Farrell-Wall, Senior Treatments Manager receiving the award presented by Daphne Metland, Founder of the Good Spa Guide.

Clare Brandish, Sales and Marketing Director for Ragdale Hall speaks on behalf of the team:

"The whole team here at Ragdale Hall of nearly 500 staff were thrilled to win this very prestigious award. Customer service is our absolute passion and the key focus for all we do. Winning this award, voted for by the Spa Spies themselves, is a real accolade as they have picked us out above all the hundreds of spas that they visit each year. We will continue to make our guests feel special and put all our efforts into making their experience the best it can be. We are sincerely grateful for the recognition, and determined to up the bar in providing exceptional customer service for our guests in the

future"

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