

Our Commitment to our Customers

- We will make it easy for you to know what services we provide for you.
- We will make it easy for you to let us know what you think of our service.
- We will make sure all our employees are trained to the correct levels.
- We will make sure our sites are clean and safe to use.

Our Standards

- We will provide value for money, quality healthy food options, served in hygienic conditions.
- We will respond to our customer's comments, suggestions and complaints in a sympathetic and open manner, providing feedback and remedial actions, within timescales.
- We will provide helpful, experienced and informative staff to ensure that the customer's visit is enjoyable and safe.
- We will maintain the highest possible standards of health and safety and provide a clean and comfortable environment for all customers.

Customer Questionnaire Response – The Clocktower Tearooms at Sewerby Hall and Gardens

Following recent Catering Customer Questionnaires you, our customers, raised some valuable comments regarding The Clocktower Tearooms at Sewerby Hall and Gardens provided to you by the internal catering team on behalf of East Riding of Yorkshire Council.

You asked us about providing a larger indoor seating area. Unfortunately, there are no current plans to increase this space. The Clocktower building is Grade 2 listed, subsequently, this means that increasing the space may be deemed unsympathetic to the current structure. We try to accommodate all of our customers, however, we are aware that, at times, space is limited and the area can get crowded.

Our vision is: 'Providing value for money, quality healthy food, served in a friendly, efficient manner, in clean and pleasant surroundings'.

01/08/11 - 31/10/11

'Hospitality Assured is recognised as meeting the standard of service and business excellence'



EAST RIDING
OF YORKSHIRE COUNCIL