

NEWS RELEASE:

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All change at the Borrowdale Hotel

Since The Borrowdale Hotel was bought in March by Lake District Hotels, some of the bedrooms have already been refurbished. Now a more noticeable transformation is about to take place under the watchful eye of Stephen Wilcock who moves from The Lodore Falls Hotel to take up his first role as General Manager.

Stephen Wilcock was Deputy General Manager at the Lodore Falls Hotel during the last four years and was instrumental in minimising disturbance for hotel guests during the £2 million pound Lodore Falls refurbishment. His move to the Borrowdale Hotel coincides with imminent plans to update the lounge, dining areas and remaining bedrooms at the hotel. Work has already started in some of the bedrooms and regular guests have given very enthusiastic praise for the work so far. The lounge will be refurbished during November - in plenty of time for Christmas and there are exciting new plans for the dining room which are due to start in the New Year.

With over 25 years in the industry, Stephen began his career under the tutelage of Francis Coulson and Brian Sack at The Sharrow Bay. He spent 15 years with them learning hospitality in the first establishment to coin the phrase Country House Hotel. Since then he worked at the Michelin star L'Enclume at Cartmel and The Samlings in Windermere before joining the Lake District Hotel Group as Deputy Manager at the Lodore Falls Hotel.

Stephen's passion for fine food and good wine led him to become a Master Sommelier, a role he has enjoyed at the Lodore Falls and one he is eager to develop at his new hotel next door. As well as his appreciation of fine food and wine, Stephen brings with him years of experience in running small family hotels and will draw on the lessons learned while managing the refurbishment at the Lodore Falls.

"I feel I have come full circle, beginning my career in a small country hotel, working in large, busy hotels too and now at the helm of a small country hotel with a great reputation for food," said Stephen. "We now open all day for food in the bar and lounges and guests are giving us great feedback. The Borrowdale Hotel is a small family run hotel that focuses on customers. I appreciate the special attention given to the many regulars and am looking forward to working with the staff who have a wealth of experience. By Christmas we will have roaring real fires in the lounge which will create a great atmosphere for the festive season and as a Master Sommelier, matching food and wine during the festive season will be a real joy."

Kit Graves, Managing Director of Lake District Hotels said "We play to the strengths of the individuals in our teams and we like to give our Managers the chance to face new opportunities. Our philosophy has always been to promote from within wherever possible and it is even more rewarding to see someone take on their first role as General Manager. Stephen has a real love of food and wine and has years of experience in running small country hotels. We know he will feel at home at The Borrowdale Hotel, he is very customer orientated and has the leadership skills to take the hotel forward during and after the refurbishment."

For more details on the new look and the exciting new plans for the dining room at The Borrowdale Hotel please contact the General Manager - Stephen Wilcock on 017687 77224.

It's all change too for Manager Chris Attwood who has moved from The Borrowdale Hotel to face new challenges as Duty Manager at the Lodore Falls which is more than double in size. He spent 12 years next door and has an excellent rapport with customers. For Chris his new goal is to look after a much greater number of guests to the same exacting standards he has set in the past!

Kit Graves summed up the changes by saying "we can certainly say that customers travelling to our Borrowdale hotels will be looked after exceptionally well!"

Pictures: Chris Attwood now at The Lodore Falls and Stephen Wilcock who takes over as General Manager of The Borrowdale Hotel in time for the refurbishments.

For more information about this press release contact Tracey Errington on 07799 640 290 or email tracey@marketsense.net

