

Andrew Coleman  
Managing Director  
La Barbarie Hotel  
Saints Bay  
St Martin's  
Guernsey  
GY4 6ES

5<sup>th</sup> June 2009

Dear Andy

Having just returned from our first visit to La Barbarie Hotel, we felt we had to write to let you know how impressed we were with your hotel and how much we enjoyed our stay.

This was our fourth visit to Guernsey and each time we have stayed in a different hotel. All have been very good but even so we always felt that there was probably a better one just waiting to be discovered. As a result of the La Barbarie experience, we now know that we have found it at last!

Having read a number of reviews before booking, we had high expectations and I am pleased to say that these were met in full, particularly in relation to the food. The fixed price dinner menu gave so much choice and every day throughout the week it was different. The food was absolutely delicious, the service the best we have received anywhere and the overall atmosphere in the restaurant just perfect. Ivo, Raivis and the rest of the staff were excellent, combining friendliness with efficiency and being attentive without being intrusive. Even you Andy played your part and it was a pleasure to see a manager who wasn't afraid to get his hands dirty!

IIZE and her Reception staff also deserve a special mention as they too were always so friendly and helpful and nothing was too much trouble, from the initial tour on arrival through to the taxi booking for departure. Too many hotels don't seem to realize that Reception is so very important as it is the focal point of a hotel. The La Barbarie receptionists were a pleasure to deal with and are definitely a credit to you.

Finally, I must mention those who rarely get the thanks they deserve: the housekeeping staff. We saw very little of them, which I suppose is as it should be. However, it was more than evident that they had been hard at work since we always returned to a spotless room with all necessary items replenished or renewed. Once again, a credit to you.

Looking forward meeting you again sometime in the future.

Regards

James and Elizabeth Burgess  
(Room 24, 24<sup>th</sup> – 31<sup>st</sup> May 2009)