

'the finest places to eat, drink, stay.'



Milsom Hotels & Restaurants

SPRING-SUMMER NEWSLETTER 2010

STOP PRESS!

*Maison Talbooth
Voted Best Luxury
Hotel in Britain!*

*New
Children's
Menus*

*The Hangar at
milsoms Kesgrave Hall*

*Reinvestment,
Reinvestment...*

*10 Reasons
to visit Harwich*

Foreword by Paul Milsom

The Winter of 2009/10 will long live in our memories for its severity and whilst it's been great to get those special photographs of all our properties in the snow, (without a customer to be seen!), it's a relief to be contemplating the summer at last. When customers have been able to get to us we have remained very busy and this, coupled with a big investment programme over the last few months has meant that it's been an exciting time. We have purchased and laid what feels like miles of carpet and generally worked very hard both front and back of house to ensure everything looks sharp and cared for.

Perhaps the biggest investment was the new laundry which brings that important part of the business up to the standards of everything else and will enable us to look after all the linen requirements of Kesgrave Hall as well as the rest of the group.

As this is being written, the country is in the grip of 'volcano fever' with no planes flying over UK air space. We have four hotels in the group, all unique and offering great hospitality, so forget about long distance travel and possible BA strikes and indulge in some local luxury. As you will see from the newsletter, everything in Dedham, Harwich & Kesgrave is in great shape and as we always there are lots of exciting reasons for you to visit us, which I hope you will do soon.



Paul Milsom
Chairman and Managing Director

Reinvestment, Reinvestment and more Reinvestment...

As you can see from Paul's intro, this seems to have been our mantra over the winter period. As we are sure that one of the main reasons why we welcome so many guests is that all our properties are maintained to a very high standard. It is not quite painting the Forth Road bridge...but almost! Some of the projects that we have tackled are re-carpeting all the bedrooms and public areas at milsoms and The Pier, and redecoration throughout milsoms in Dedham, including a new look for Mr G's. The Tennyson suite at Maison Talbooth has been completely refurbished, and so the list goes on! What has been nice is that the changes have been commented upon by many of our guests.



- The new look Mr G's and The Tennyson suite

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- Operations Director Stas Anastasiades

Becoming a Master Innholder

Congratulations to our Operations Director Stas Anastasiades who has recently been invited to become a Master Innholder (MI). The Master Innholders were created in 1980 by The Worshipful Company of Innholders, who realised that they had few practicing Innholders amongst their members and wanted to return to their roots.

Gerald Milsom was one of the founder members and Paul Milsom became MI in the year 2000. The MI membership is an impressive roll call of the leading hoteliers in the UK and the organisation has a strong voice in the sector, excellent networking opportunities and has a programme of scholarships for the leaders of tomorrow.



- The Hangar in its full glory

The Hangar at Milsom's Kesgrave Hall

Space in hotels is at a premium and tends to have its own specific purpose; restaurant, bar, bedrooms etc. At Kesgrave Hall, we were fortunate to acquire a redundant gym along with the hotel. It is a massive open area (big enough for a netball court!). We have now 'tidied' it up to become a great area for all types of events. Ipswich Town Football Club have booked The Hangar for their end of season party, but it can be used for a variety of different ideas from car launches to team building exercises. The Hangar will work particularly well with our two meeting rooms in The Lodge as an activity area during residential meetings. Ask to have a look when you next visit Kesgrave - we are open to ideas as to how it can be used.



- Maison Talbooth Laundry Team hard at work

Expansion to the Laundry

Crisp napkins, fluffy towels and cool sheets are what our guests enjoy but what it results in is huge piles of laundry! We have been running our own in-house laundry at Maison Talbooth for over twenty years and this has given us much better quality control than outsourcing. Over the period, however, volumes have grown significantly with the increase in our hotels and restaurant business.

We therefore decided to expand in order to handle the existing laundry more efficiently and also to bring the Kesgrave Hall laundry in-house. The ironing machines are really impressive, enabling a king size sheet to be ironed in one pass.

During the course of any year, the laundry can wash in the region of 250,000 napkins, 45,000 fluffy towels, 90,000 pillowcases and that's not counting the numerous sheets and tablecloths.

Here comes the sun....we hope!

After the winter we have just had, let's hope for a great summer! All our properties are ideally suited to take advantage of good summer weather (when it comes) and we have included a few pictures to act as a reminder of the happy days of summer and reasons for visiting us. Also, don't forget that milsoms in Dedham, Kesgrave Hall and the Ha'penny Pier are open for 'all day dining' which means that the full à la carte menu is available from 12 noon right through until 9.30 pm (10.00 on a Friday and Saturday) so no rush... turn up when you want!



- Team members celebrating 5, 10 and 15 years with Paul and Geraldine Milsom

The Gerald Milsom Dinner

Each year we hold The Gerald Milsom Dinner to celebrate the long service of our staff. This was a subject that was close to Gerald's heart, he believed that the business wouldn't be where it is today without their loyalty and dedication. This year's dinner, which is in its 5th year, was held at the end of April. Staff who have completed 5 years service are invited to attend – 65 this year, totaling an amazing 630 years between them!



Pier exclusive Friday party nights

If you have a special birthday or anniversary coming up, consider taking over the Harbourside Restaurant and the seven bedrooms above. The dining room on the first floor seats up to 70 with a separate area for drinks beforehand which can also double up as a dance floor. So after dinner, plug in your iPod for an 'after dinner bop' and there is no need to drive home afterwards! This is attractively priced at £3,000 for the night (based on a minimum of 50 people for a 3 course dinner, coffee and petit fours and 7 bedrooms) – for more details call The Pier on **01255 241212**.



Fillet steaks, sirloin steaks, rib-eye steaks...

The winter months are traditionally used as a time of development and discussion between the chefs. This year the focus was on steaks and after several visits to such great steak restaurants as Hawksmoor in the east end of London and Maze Grill we were prompted to talk to our suppliers about finding us the best beef available. After the chefs had tasted their own body weight of beef during the winter, it turned out we didn't have to look far as our favourite beef for the job is produced on our doorsteps.

Dedham Vale beef is reared locally using traditional welfare and husbandry techniques (all of which reflects in the meat). The meat is then dry aged for a minimum of 28 days. The steaks are available in our brasseries at milsoms in Dedham, milsoms Kesgrave Hall and Ha'penny Pier as well as The Harbourside restaurant at The Pier, where Chris is just at home cooking red meat as the wild harvest of the sea. We now feel that our steak offerings are something to be proud of, so come and sample one soon.



- Mouth wateringly good locally sourced Dedham Vale steak



New children's menu at Le Talbooth and The Harbourside

We have always welcomed families to our restaurants and this has been one of the strengths of our business over the years. Our children's menus have always been well received at our brasseries and we thought that it was time we produced something similar at Le Talbooth and the Harbourside.

Dishes at Le Talbooth include croque monsieur, avocado and prawns, British excellence steak and toad in the hole followed by chocolate mousse and Eton mess. Ian Rhodes has also devised a Sunday lunch menu for children, so give it a try during the summer.

At The Pier, mini fish and chips or mini home made burger followed by a chocolate brownie or knickerbocker glory are a few of the choices. Charlie and Jack Milsom have road tested the menus and given it their stamp of approval!

Flicks and Chips at The Pier

A regular in our Newsletter over the years, but we thought it well worth reminding everyone of a lovely evening out - supper at The Pier followed by a film at the atmospheric Electric Palace. The films showing at the Electric Palace are shown as a link from The Pier pages of our website.



- Fish and Chips at The Pier. Fantastic!



- Catch a film at The Electric Palace

Powerboat racing and festival in Harwich 30th July – 1st August 2010

The British Powerboat Championship circuit comes to Harwich this year. You won't quite be able to watch the racing from the windows of the Pier, but Dovercourt beach is just a short stroll where you will be able to see all the action. On the Saturday evening there is a concert including the X factor finalists Olly Murs and Jamie 'Afro' Archer.



- Powerboats in action



Milsom Hotels Vouchers

Truly an expanding area at the moment and all those customers can not be wrong! Dinners, lunches, overnight accommodation, spa treatments, afternoon tea - there really is something for everyone! The vouchers can be used in all our hotels and restaurants and can now be purchased 'online' by visiting our website www.milsomhotels.com/vouchers

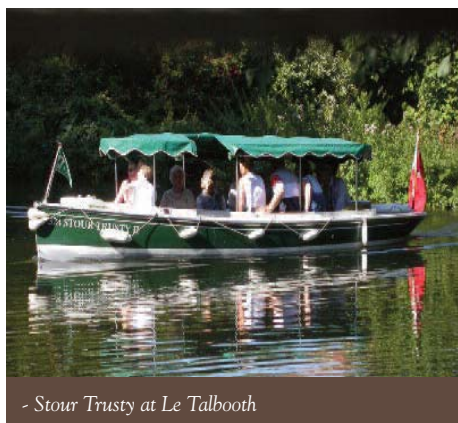
They can, of course still be purchased in any of our properties.
For vouchers we are never closed!



- Jack Colback receiving Man of the Match Award

Man of the Match sponsorship

It has been a nail biting season for Ipswich Town fans. However we have been proud to sponsor the home game's 'man of the match' award again this season. The lucky recipients were given a voucher to use at milsoms in Dedham or Kesgrave Hall.



- Stour Trusty at Le Talbooth

Onboard the Stour Trusty

Anybody that has joined us in June for the Ascot racing days will have had the chance to step onboard the Stour Trusty and meander along the river Stour to Dedham or Stratford lock. The Trusty's permanent home is at Flatford where she spends Sundays and bank holidays taking scores of visitors along the river.

We were approached by the Stour Valley Trust who would like Trusty to be available for our guests - we jumped at the idea! So, if you're booking a function in the marquee or Le Talbooth (Monday to Saturday), think about hiring the Stour Trusty. For brides it's a great way of arriving (or leaving!) the reception - embark at Dedham lock and make your way to Le Talbooth by river! Ask at Le Talbooth for more details.

10 reasons to visit Harwich on a Sunday

For a bit of fun, we decided to come up with 10 good reasons to visit Harwich on a Sunday and have lunch in The Harbourside!

- 1 Traditional Sunday lunch plus a few fishy ones
- 2 Two or three course lunch menu available
- 3 A great panoramic view of the Stour and Orwell
- 4 Walk or if brave swim!, on Dovercourt beach
- 5 Take the kids crabbing on The Ha'penny Pier
- 6 Step back in time and take in a film at the Electric Palace
- 7 Arrive via the foot ferry from Felixstowe or Shotley
- 8 Sail in your own boat and moor on the Ha'Penny Pier
- 9 Wander around historic Harwich and visit a museum or two
- 10 Enjoy a complimentary glass of sparkling wine before lunch (and a Dolphin cocktail for the children)



Maison wins Award!

Maison Talbooth was delighted to be chosen as Pride of Britain's Hotel of the Year 2010.

Pride of Britain is a consortium of independently owned luxury hotels. They are the very best that the UK offers for hospitality and so to top the charts of the near 40 members takes some doing.

Milsom Hotels and Restaurants have invested extensively in Maison Talbooth, set within the Dedham Vale on the border of Suffolk and Essex. The unique hotel, in its secluded location, has wonderfully refurbished bedrooms, a state of the art pool house and heated pool, tennis courts, hot tubs, the 2010 Award Nominated Treatment Rooms and the finest cuisine that East Anglia has to offer.



- Paul and Geraldine Milsom proudly receive the Hotel of the Year Award from Pride of Britain Hotels.



It's never too soon...

to start thinking about Christmas and New Year 2010. Already half our rooms at Maison have been taken and party nights are being booked. Our Christmas website goes live on 1st June and, in this case it is not true that 'the best things come to he who waits'! Worth thinking about are party nights at Le Talbooth and The Pier, private parties (lunch or dinner) in The Mess at Kesgrave Hall, Mr G's and The Library at milsoms in Dedham.

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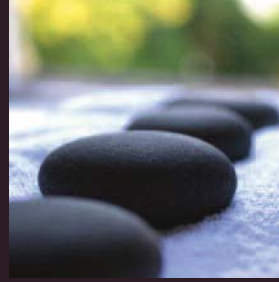
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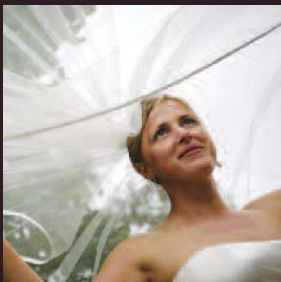
The Pier

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Weddings

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Private Dining

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Meetings

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