

# Herriots Hotel

with *Rhubarb* restaurant

## Anniversary Edition Newsletter



Proprietor : Michele Graham-Roe



### Celebrating 30 years of success

This has been an amazing 30 year journey, creating a business in Skipton I'm proud of.

Starting at the age of 27, I began to create Herriots. Known as the Midland Hotel previously, I closed the business and embarked on a major refurbishment programme. All bedrooms needed to be made en-suite, the ground floor was

reconfigured with a new bar dining area and the kitchen updated. Money and time was tight, so to keep costs down, the building team lived in the hotel 5 days a week and I cooked breakfast and evening meals for them, enabling them to continue to work late into the evening. For the first 6 years I managed the hotel myself after which, I passed the reins onto Susan Fairclough (now Wilkinson) who still works with me on sales and marketing. Chris, the General Manager now, I spotted early in his career some 11 years ago and I am delighted to work with him and his team as we continue to drive forward.

Building upon this base, I extended the hotel and redeveloped the derelict outbuildings to give us more rooms and a large function suite and conservatory, always working within the team ethos of "aiming to exceed guest expectations".



The bar area when Herriots opened



The outbuildings that were later developed



The rooms had to be made en-suite

Resilience is something you learn with 30 years in business, however I was stumped one day when a guest complained that having requested a canal-side room, they were appalled to be woken up by the ducks quacking!!

I have continued to improve and invest in the hotel to benefit our customers, many of whom re-visit us regularly. Over the years we have had the privilege of looking after 3 generations of many families, with weddings, anniversaries, birthdays, christenings and also as guests in our restaurant and bar. It always gives me immense pleasure when I read reviews of how lovely all the team are and what wonderful food they have had.



Herriots today. The development created additional rooms, function suite, conservatory and attractive courtyard



Keen to support local charities, you may have seen us dancing on the bar, staging blind date, dressed up on gala day, knitting poppies and many more.

None of this would be possible without the support of family, friends and a great team, since hospitality is a way of life and we all have to embrace it. My husband Neil, whilst following his own career, still shows a keen interest in the hotel and my children George and Anna join the team at weekends or holidays whilst studying.

Skipton is a great place to live and to work, our suppliers are local and our guests delight at the elements that make Yorkshire so great. I love being here and hope that others also experience that same passion. Finally, a massive thank you to all our guests - it is our pleasure to look after you.

### Long-serving team members



**Chris Fenton**  
General Manager  
Joined: Dec 2008

"Starting in the bar I progressed to Assistant Manager involved in food and beverage. I then left for a period of 12 months

to join a national hotel company and extend my knowledge of systems and procedures. However, when offered the position of General Manager in 2014, I didn't hesitate in returning. The development and growth of the business has created a more varied role and I especially enjoy organising weddings and events".

**Susan Wilkinson**  
Sales & Marketing Manager  
Joined: Nov 1995

"I started as General Manager of Herriots enjoying many happy years with staff and regulars, running the hotel. With the addition of more sites, I moved to a more sales and marketing role, which I still do for Herriots. I really feel part of the family and have literally grown up here".



### A Strong Established Kitchen

**Paul Deakins**  
Head Chef - June 2013  
**Stuart Atkinson**  
Chef De Partie - February 2011

Bringing Paul onboard enabled the food operation to grow and to flourish as he introduced innovative fresh dishes and developed the function business through consistency and quality. Stuart started as a breakfast chef and demonstrated an ability to take on a more demanding role. Our strong stable kitchen team ensures a constantly high quality of food.

### Housekeeping Team

**Cynthia - 2013**

**Pele - 2011**

**Celina - 2004**

Our team just don't

feel like family, some

of them actually are. Dedicated team member Celina is our longest serving housekeeper originally working with Pele's mum. Pele then joined the team and now works with his wife Cynthia.





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## Plenty To Celebrate



Over the years we have had lots of occasions to celebrate, here are just some of them:

### **Tripadvisor Certificate of Excellence**

Given for consecutive years from its introduction covering the past nine years. This gaining us a place in their prestigious "Hall Of Fame"

### **Herriots Hotel voted in the top 3 places to stay in Skipton**

Awarded by the Yorkshire Post Magazine

### **Hospitality Hero & Guest Review Award**

Awarded by Bookings.com for the number of excellent guest reviews

### **Finalist for Best Wedding Venue in Yorkshire**

North of England Wedding Awards  
3 consecutive years

### **Finalist for Small Hotel of the Year**

White Rose Awards - 3 consecutive years



Celebrate With Us

### **Don't Miss Our Amazing Offers**

We have some great deals and competitions to celebrate our 30th Anniversary, so please make sure you like us and follow us across our social media platforms.



### **Flirty 30, Looking Great & Tasting Even Better**

The restaurant has taken on many different styles over the years and therefore, upon reaching 30, Rhubarb has been given a make-over to celebrate.

The use of natural wood and metal, alongside sumptuous cushioned seating has created a stylish and contemporary look. Rhubarb restaurant has established itself as a great place to relax and enjoy great food, serving imaginative dishes at realistic prices. Award winning pies, succulent steaks, and fresh fish specials sourced directly from the skipper, sit alongside some of the chef's seasonal favourites.



The original restaurant in 1989

Our new look makes Rhubarb perfect for getting together with friends, family meals or private dining arrangements. Whilst the decor has changed quite a bit in the last 30 years, the important things always remain - delicious, fresh food, relaxed dining, excellent service and warm hospitality.



### **The Perfect Place To Celebrate.**

The development of the stable block in 2004, not only nearly doubled our guest bedrooms, but also created the Rosewood function suite, conservatory and attractive courtyard.

Since then, Herriots has hosted numerous events, special occasions and weddings, building an excellent reputation locally for providing restaurant quality food, whatever the size of function and a "nothing is too much trouble" attention to detail and care.



### **Couples love our All-Inclusive Wedding Package**

which helps to take the stress out of planning your special day. For full details visit our website or email: [events@dinerhubarb.co.uk](mailto:events@dinerhubarb.co.uk) for further details.

Proud to be celebrating 30 successful years

30 years of  
EXCELLENCE  
1989-2019  
Herriots  
Skipton



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