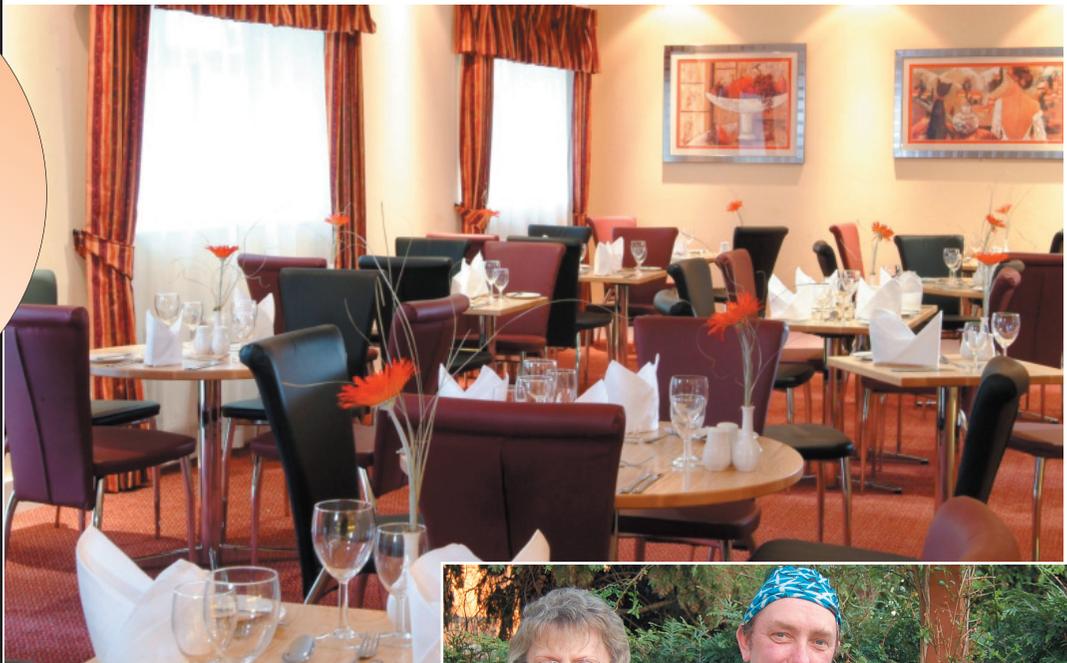


Spotlight

hha

Hertfordshire
Hoteliers
Association

**Quality Hotel
St. Albans**



Visitors and guests at the Quality Hotel St. Albans often to praise the warmth of their welcome, but general manager Jon Kett-Reynolds is not surprised. Much of the credit, he says, goes to the service provided by his staff of 32, many of whom have been with the property for a long time. Mr. Kett-Reynolds, who is chairman of the Hertfordshire Hoteliers Association, says people are the Quality's biggest selling point. "We are constantly getting positive feedback about our staff," he says. "Service is key here."

Long servers at the hotel include head chef Callum Elder, with 30 years service; bar manager Nancy Lee, who has been on staff for almost 20 years; and restaurant and banqueting supervisor Teresa de Pablo, who has served more than 15 years. The Quality is heavily involved in the HHA campaign to encourage more people to eat out in hotels, with their high standards and comfortable surroundings, so these are key roles. The experience chef Elder brings to his job gives him a repertoire many restaurants would be hard pressed to match yet is characteristic of what can be found in HHA member properties.

A Scot, Mr. Elder instils a taste of 'good British food' plus influences from overseas to all his menus. His starting point for main-course dishes is the Quality Hotel's steak selection, all 21-day aged British beef from Butlers, a long-established St. Albans butcher. Specialities among starters include black pudding topped with goats' cheese and tomato chutney on a potato fritter with shallot coulis, or breaded butterfly king prawns with Moroccan couscous and lemon and black pepper mayonnaise. Lamb gigot chops roasted with honey and rosemary served with a honey mint pea puree and Mcloud's own recipe pork and leek sausages with pear cider and honey gravy share top billing with the steaks on the mains menu. Puddings might include cappuccino mousse in a sponge cup topped with banana, or a fresh fruit chocolate cup with apricot and strawberry puree. The menu, backed by an extensive range of bar and lounge snacks, changes monthly and features a set-price structure starting at two courses for £12 or three courses for £15. Says Mr. Kett-Reynolds: "We have such a range of clientele that it has to be a menu that appeals to everybody. We keep our food



interesting and varied and, as a privately-owned property operating under the Quality Hotels brand, we also offer excellent value for money." Recently expanded and refurbished, the hotel has 81 guestrooms, WiFi service, contemporary restaurant and bar, indoor heated pool, sauna and gymnasium. There are five meeting and event rooms, including a large banqueting suite with private bar. Located on London Road, the hotel offers free car parking and is within a few minutes' drive of the M25, M1 and A1(M). It also has a secret – it is a favourite with certain well-known personalities who prefer what Mr Kett-Reynolds describes as "a relaxed and friendly resting place and style of service."

Jon Kett-Reynolds
General Manager

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