



Stately Home

Our client was a stately home in Warwickshire.

Like many of the large houses in Britain they were trying to grow the business as a visitor attraction and an event destination.

We were asked to complete a review of the business, this included everything from interviewing the gardener to appraising the IT infrastructure.

The business was an excellent venue for both visitors and events. They were getting some bookings for weddings and corporate events but significantly less than they could handle.

We reviewed the business, highlighting a number of staff and personnel issues. Their IT infrastructure was poor and their enquiry handling and customer service was poor.

We presented our findings to the business owners, who implemented the majority of our recommendations. They replaced the bulk of their IT systems, they introduced new procedures on taking and progressing bookings along with a new website to promote the business.

The net effect for the business was an increase in sales and improved efficiency overall.