


## Afternoon Tea at the Townsend

Monday, 17 November 2008 00:40 

We had our tea time at the Townsend and I wanted to share with you how it went. I will first say again how I wish we could have had everyone be a winner and join us. It was truly a special time.

The Townsend does a wonderful job with their tea time. We were greeted and seated at linen covered tables that were surrounded by plush chairs and couches. The China was



beautiful and we all had a different setting, which was such a special touch. The tea was wonderful. My 4-yr old daughter loved it as well. We had decaf raspberry tea or the traditional Earl Grey. I think my daughter really enjoyed putting her sugar cubes in her tea and stirring it. It was her tea time play come to life in the most elegant fashion possible. The tea pots were beautiful as well, and the servers always made sure we had a full cup. With the tea, they served a delicate, tasty lunch - smoked salmon, roast beef and horseradish sandwiches, cucumber dill sandwiches... After lunch, we had delicious desserts such as chocolate mousse in a chocolate shell, cheesecake, strawberries dipped in chocolate...

I was absolutely most impressed by the outstanding personalized service. It was by far, the best customer service I have ever experienced. The staff went above and beyond to make our experience perfect. They were kind, helpful, accommodating, happy, and so much more! I really appreciated how considerate they were of my daughter's food allergies. I had come prepared with her packed lunch, as I normally do when we go somewhere to eat, and I never even had to open it. They asked me what she could have, and they prepared a special meal for her that was exactly what she loves and she felt a part of the group as she ate every bite.

After dessert, the staff took us on a tour of the hotel. We viewed three different rooms and were very impressed. They were classically elegant with beds that looked so comfortable that I probably would not want to get out of one if I slept in it! Each room had a balcony outside with a sitting area. The attention to detail was amazing.

Overall, I would rate the experience 5 stars (out of 5). We were thoroughly awed by our visit. I really enjoyed it, and it was nice to be surrounded by people who love what they do. Everyone at the Townsend loves working there, and it shows!