

The Walnut Club Restaurant & Bar,

557 Ecclesall Road,
Sheffield
S11 8PR

Dear Richard,

I feel compelled to write and congratulate you and your team on an amazing experience at Walnut Club Sheffield, and would like to make you aware of the story behind it.

It was my best friend's daughters eighth birthday. We wanted to do something very grown up, special and memorable for her... but how do you impress the youth of today who have pretty much seen it all?

Let me tell you a little about Maisie. She is going to grow up into an amazing adult. She is balanced, clever and fun.... and girly! We have called her Princess Maisie since she was a toddler. Maisie likes treats such as a trip to the hairdressers, having her nails done, shopping for sparkly things, and sitting chilling at Millhouses Café with us big girls on lazy Sunday mornings with an orange juice and pan au chocolate.

I described Maisie to your receptionist when asking if it was possible for Maisie to come and eat at the restaurant, and for her to be made a fuss of – I said “I'm looking for some full on VIP treatment, we'll know if we've got it right if Maisie believes that she might just be a real princess”. “No problem” said your receptionist, “she'll have a fantastic time”.

When we arrived, Maisie was greeted by your receptionist, and escorted upstairs. When Maisie went through the doors, she took a deep breath and let out a 'WOW'.... This is probably how most adults react when walking through those doors for the first time!

Your Front of House greeted Maisie “Hello Princess Maisie, we have been expecting you, follow me....” and led us to the Bar. The Barman had prepared a beautiful alcohol free cocktail, and gave it to Maisie. He said “Happy Birthday Princess Maisie” and after a little small talk, asked her what her favourite colour was. He then changed the bar lighting setting to pink. “WOW” said Maisie. We were then informed our table was ready, and were led to what Maisie believed to be the VIP dining area. She was amazed by the presentation and taste of the food, and when The Chef came and spoke to her and asked if everything was to her liking she was blown away!

We then retired to the bar for some after dinner drinks, and the barman made small talk with her. He went of to serve another customer “apologies Princess Maisie, I will be back in a moment...” Maisie had the biggest grin on her face. “What are you plotting young lady” I quizzed... she giggled. “Do they know I'm not a real princess? Do you think they think I am a real one?” The barman made his way back over. “Sshhhh – you don't want to blow your cover” I said.

On leaving, Maisie thanked everyone for their kindness “I’ve had the best birthday ever, thank you...” As we left the restaurant Maisie said “that was awesome, I will remember it for the rest of my life...thank you Mummy and Pennie, you are soooooooooo cool!”.

Richard, we could not have imagined it would be so fantastic. We new it would be amazing, as the venue and the food deliver always.... But this, it was above and beyond. I congratulate you and your first class team. It’s always a great experience, but this one, well; it’s going to be hard to beat!

Thank you!

Pennie Raven.

(Maisie’s best grown up friend – and now thanks to you, the coolest grown up she knows!!!)