



THE ROYAL BEACON HOTEL TESTIMONIAL



Situated near Exmouth beach, the Royal Beacon Hotel offers guests a warm welcome and a relaxing stay, with panoramic views across the Devon coastline from its sea-view rooms and suites.

With 52 guest rooms, the hotel relies on regular deliveries of fresh, high-quality linen to keep operations running smoothly. The team selected the Classic range, which is supplied and serviced by Elis from its Newton Abbot site.

Here's what General Manager Emily Parsons had to say about working with Elis:



At the Royal Beacon Hotel, having a reliable laundry partner is essential to the smooth running of our business, and from day one, Elis has exceeded our expectations.

From the very beginning, the team has been welcoming, professional, and genuinely committed to providing an outstanding service. Josh made the initial account set-up seamless, taking the time to ensure everything was tailored to our needs and giving us confidence that we were in good hands from the outset.

Since then, we've been fortunate to work with an exceptional team. Ann, our Area Representative, has been fantastic, always checking in, offering support, and making sure we're completely happy with the service. Louise and Caroline are just a phone call away and are consistently friendly, knowledgeable, and quick to help with any questions or requests. It's reassuring to know there's always someone at the end of the phone who understands our business and is willing to go the extra mile.

We'd also like to recognise the delivery drivers, who are an important part of the service we receive. They are always punctual, courteous, and helpful, and they understand how important reliable deliveries are to the day-to-day operation of a busy hotel. Their professionalism never goes unnoticed.

What stands out most about Elis is that they don't just provide a laundry service—they provide genuine support and build relationships with their customers. The whole team works together to deliver a consistent, dependable, high-quality service, which allows us to focus on delivering the best possible experience for our own guests.

We are grateful for the dedication, responsiveness, and professionalism shown by everyone at Elis and look forward to continuing our partnership. We wouldn't hesitate to recommend Elis laundry services to any business looking for a partner they can truly rely on.

**Emily & the team at the
Royal Beacon Hotel**

