

Bay Gardens Beach Resort & Spa in Saint Lucia Scores 97% in Virgin Holidays Customer Satisfaction Questionnaire *Clients of one of the biggest tour operators from the UK find the Resort irresistible. Over the last 2 years the Resort and Virgin Holidays have developed quite a partnership and the results of the Virgin Holidays Customer Satisfaction Questionnaire (CSQ) for the month of March just released, show exactly what the Virgin Satisfied Customers think of the Resort.*

([PRWEB](#)) June 4, 2009 -- Nestled on the end of the infamous Reduit Beach, the Bay Gardens Beach Resort & Spa is just two years old. Although still a toddler in the business, this 72 room, all-suite 4-star resort has already carved out quite a reputation for itself.

Like its sister hotels, the Bay Gardens Beach Resort & Spa (BGBR) has become home to a number of business travelers attending conferences and other business meetings in St Lucia. But there is a lot more to this unique "window to paradise" resort.

“ great team we have here at the Bay Gardens Beach Resort. Our staff are dedicated and ensure that all our guests receive personalized and professional service. ”

“ It is indeed heartening that even under these trying situations, you can continue to give of your best to ensure all our visitors who choose to spend their hard-earned cash with us, are made to feel welcome and truly regard us as 'their home away from home' ”

The beautifully maintained, manicured grounds and gardens offer a tranquil and soothing setting which is enhanced by the warm, tropical Caribbean Sea gently lapping literally on its doorsteps. Moreover, the configuration of its rooms offers a family experience for the most discerning traveler. The one or two-bedroom suites offer the vacationer or businessman, the convenience of a master bedroom with a living room and full kitchenette. With free internet connectivity in all rooms and WIFI available in all public areas, it really offers the ideal experience to visitors traveling for either pleasure or business.

It is no surprise therefore that clients of one of the biggest tour operators from the UK find the Resort irresistible. Over the last 2 years the Resort and Virgin Holidays have developed quite a partnership and the results of the Virgin Holidays Customer Satisfaction Questionnaire (CSQ) for the month of March just released, show exactly what the Virgin Satisfied Customers think of the Resort.

The Questionnaires are issued one per booking and are compiled using a grading system of:

Excellent - 100%; Good - 75%; OK - 50%; Could do Better - 25%; Poor - 0%

Results are sent out with a comparison to the host country (St Lucia in this case) and the host hotel. The just released ratings below reflect the results for March 2009:

	BGBR	St Lucia
Accommodation V Rating	96%	80%
Room Standard	88%	79%
Facilities	81%	78%
Hotel Staff	97%	88%

General Manager of the BGBR Mrs. Berthia Parle was elated by the good news. She was quick to point out the significance of this type of rating for such a new hotel and emphasized that the success of the Resort to date was due to the "great team we have here at the Bay Gardens Beach Resort. Our staff are dedicated and ensure that all our guests receive personalized and professional service."

Whilst extending congratulations, Mrs. Parle thanked all staff members for their ongoing effort and support especially during this period of down-sizing and belt-tightening. "It is indeed heartening that even under these trying situations, you can continue to give of your best to ensure all our visitors who choose to spend their hard-earned cash with us, are made to feel welcome and truly regard us as 'their home away from home'".

The BGBR adopted the slogan "your window to paradise" and it appears that this small Resort intends to ensure just that experience to all its valued guests.

Bay Gardens Resorts was founded in 1995 and consists of the award winning Bay Gardens Hotel, Bay Gardens Inn and its newest addition, the spectacular Bay Gardens Beach Resort & Spa. The chain offers several amenities including five restaurants, a spa, gym, watersports, a dive shop, the island's only anti-aging clinic and a stay at one, play at three option. For more information visit www.baygardensresorts.com.

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