

West Country
The Monkton, West Monkton, Somerset

Twenty-one months ago, business partners Eddie Street and Guy Arnold instantly recognised the latent potential of the Monkton and seized the opportunity of taking on the lease with Enterprise Inns. Eddie recalls: “It was only just trading. There was a very limited, old-fashioned food offering.”

Guy had recently taken voluntary redundancy as a field operations director with Enterprise when the Monkton came on the market and had known Eddie, who ran a pub in Taunton, for years. Guy says: “I said: ‘Let’s give it a go.’ So we did. The secret of success with pubs is doing a few things very well.”

The duo started with a total refurbishment of the interior and the kitchen, with new furniture, equipment and carpets, costing £35,000. Thereafter, £12,000 was spent building a new patio and adding new furniture.

Eddie’s culinary skills are evident in a menu that boasts tempting, freshly-prepared dishes, with two courses costing £8.50 at lunchtime and £13.50 in the evening.

Progress is gauged through a customer questionnaire. Currently, everything is going smoothly as the “customer delight” score is 92%.