

Diana Andrusko

by Diana Andrusko

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Hotel Administration & Front Office Operations

BMIH4004

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TRINITY HOTEL



BAR & RESTAURANT

Mr Cleave Jones

25 Leyton Avenue

Morrison

Swansea

Cell No: 07911123456

Trinity Hotel

309-323 Hedon Road

Hull, United Kingdom

HU9 1NU

Cell No: +01482 222600

9 November 2021

Reservation Number: 001367

Dear Mr and Mrs Jones

Our dear Friends/Guests we have not met for a long time, I hope you and your family are well.

Another great moment of their life's has arrived, and we are glad that you have chosen us again to celebrate your 50th wedding anniversary.

Due the pandemic, restrictions came into force which unfortunately affected our hotel as well. We were very sad when we had to announce that we had cancelled your

booking because we wanted to have your pleasure and rejoice with you on this great occasion. On behalf of the hotel staff, we are very pleased that such great people have been spending their free time with us every year since 1972. We would like to thank you for your trust in us for a long time.

Now, however, we have some very good news for you Mr and Mrs Jones, because the Trintiy Hotel is reopening, and we would like to take this opportunity to invited back to our hotel for a romantic long weekend at half the price you paid. We would like to be made up for their missed celebration, so we would like to share our personalized offer with you.

Upon arrival, we offer a bottle of champagne at reception with a warm welcome. Of course, we also fulfil your personal requests to the maximum. Your favourite 113 rooms have two bottles of chilled water and extra pillows are waiting for you.

The hotel will give you a small gift. We know they really like our wellness massage department because they book an appointment every time. Now a new Special relax aroma Swedish massage is available in the massage section, which you can use all weekend at no extra charge. Your favourite chef, Arnold, is waiting to prepare your favourite dishes for you. The restaurant manager Lisa will offer you 1 bottle of your favourite Malbec red wine You can consume it anytime if you go to eat or just chill.

With The introduction of our new technology, you can already check-in by phone, but of course, as you may have already experienced at the reception, we are at your disposal at any time of the day. We place great emphasis on hygiene measures in all areas of the hotel. High purity requirements apply in all areas. Your comfort and safety as well as a fantastic guest experience are paramount to us.

We are really hope we have made their day more beautiful Mr and Mrs Jones and see you again soon.

In the meantime, warm regards,

Diana Andrusko

Manager of Hotel Trinity Hotel

Elements2



Geoff and Pat
etersfield, United
Kingdom

13 8

Massively disappointing use of a gift from our son and his fiancée

Review of The Richmoor Hotel



Reviewed 24 October 2018

On the positive side, the staff at this establishment were excellent - bright, cheerful, helpful. Room 103 was little more than a box room overlooking the adjacent hotel's car park. Accessories in the toilet/shower room were hanging off the wall; the TV wouldn't pick up any BBC channels. This is not a room to use if you like to sleep at night - there was the constant noise of electrical apparatus - probably fridges or freezers - clicking on and off every few minutes. Breakfast offered a good variety of choices but the "hot" choices were little more than tepid and the coffee was so weak as to be tasteless; Sunday lunch was the same - a good range of meats and vegetables, but not hot. On our last evening we ate in the main restaurant: the steak and ale pie and gravy were superb but the good variety of fresh vegetables were cold! The chicken wings and chips though were very good.

We thoroughly enjoyed Weymouth but would never return to this hotel. [More](#)

Date of stay: October 2018

[See all 994 reviews](#)

Answer:

Dear Geoff and Pat,

We appreciate your taking the time to review. First of all, we apologize about happened. And secondly, thank you very much for your positive opinion about the staff.

All members of our staff are committed to their work and provide the best service to our guests. We are very proud to have such talented, friendly and kind people working in our hotel.

However, I would like to apologize once again for the negative experience and the fact that the electrical installation did not suit you in relation to the size and view of the room.

Of course, we will take immediate action on electrical appliances and accessories to prevent this problem from recurring. We are currently working on the modernization of the electrical equipment in the hotel rooms. Unfortunately, this did not happen in room 103.

We also apologize for your bad experience with the hotel restaurant. On the other hand, I was happy to read that he was happy with the chips and chicken wings made from the hotels special spice blend.

Let us look at why the other part of the food was cold. In the future, we will pay more attention to the training of kitchen workers.

We would like to invite you to our hotel again to experience better stay. Our front office team will do everything for convenience. If you have any further questions or comments, please feel free to contact us at hotelrichmoor@yahoo.com.

Best Regards,

Manager of Richmoor Hotel

Diana Andrusko

Elements3



Gmaof4
Maryland
12 7

Wow from start to finish!!

Review of The Inn at Little Washington



Reviewed November 19, 2020

I cannot say enough good things about our recent dinner and overnight stay at this incredibly beautiful inn. The warm welcome at the door, the sparkling wine in the lounge, followed by an elegant tea: all served as an excellent preview of what was to come. The dinner was delicious: creative, beautifully presented and served. The wine flight which accompanied the meal enhanced the wonderful flavors of the food. Our room was elegant and comfortable: I enjoyed reading while sitting in the window seat. The breakfast the next morning was terrific: juice, fruit, homemade granola, yogurt, croissants, muffins and toast. This was truly a once-in-a-lifetime experience.

Date of stay: November 2020

Room tip: We had a standard room in the main inn with a lovely view of the surrounding hills.



Value

Sleep Quality



Service

[Ask Gmaof4 about The Inn at Little Washington](#)

1 Thank Gmaof4



Answer:

Dear Gmof4,

Thank you for sharing your positive experience with us. It gives you magnificent pleasure and thank for honouring our hotel your stay. It is always wonderful when our team gets the most out of themselves for a good guest experience.

We are very proud of the fantastic selection of food in our restaurant. As well as, of course, to the work of our chefs who work persistently and enthusiastically in the kitchen to provide the best experience with our food for their guests.

Comfort is especially important, so I enjoy reading the positive comment about the room. We want all our guests to leave our hotel with pleasure and satisfaction, because that is why we are here to fulfil this to the maximum.

Thank you very much for choosing us. I very much hope that you will have a similar or even better experience during your next stay.

If there are any areas where we can improve our services even more during your next visit, please let us know. We are always happy to take these.

Thank You,

Best Regards,

Diana Andrusko

Element4

Dear Mr Demain Cloake,

Reservation number: TRI016724

Thank you for taking the time to write your review. I read sadly what happened and naturally I apologize because they did not feel well with your family.

I will investigate the matter in person. The problem of human shortage is being addressed. Recruitment has already started due to the recruitment of new staff so that waiting at the reception does not happen again in the future and so that they enjoy a full range of personalized service in the other areas as well. Unfortunately, recruitment takes longer than planned because it is very difficult to find a professionally qualified professional like Ben. He is very well-trained receptionist provides the highest level of service to us guests. Thank you for emphasizing Ben's efforts to provide the best possible service for your satisfaction.

We also apologize for the lack of an extra bed. Unfortunately, when checking the condition of the extra bed as one of the beds turned out to be faulty, they wanted to change the bed, but then we realized the problem that there is no extra bed in the hotel anymore. We immediately sent a person to buy an extra bed. But we ran out of time because by the time you got to the hotel, the bed was still on its way. They were not properly informed you that the extra bed will 1 hour late and unfortunately there was no other room they could have offered as all our rooms were booked. This is completely the fault of the hotel.

Due to the food, we will investigate the incident with the hotel's head chef and be sure to re-check that the chefs worked according to the prescribed process. This is clearly a process error for which they were given cold food. This is essential in the hotel kitchen.

However, your positive experience with breakfast made we happy. The hotel's Special breakfast is made up of its own high-quality vegetables and we serve a freshly baked bread to our guests every morning for a delicious and memorable experience. Thank you for sharing this good opinion with us.

The hotel will offer you Mr Demain a refund of the full amount including £420,98 paid at the restaurant. We hope we can compensate and alleviate your unpleasant experiences.

I happily invite you back to the hotel, of course we will send you 50% voucher which you can redeem for your next stay. We hope you give another chance. A look forward to your feedback.

If you have any questions or would like to share any other comments, please call phone 07911 123456 number or email us hotelier2021@gmail.com send a letter.

Best Regards

Diana Andrusko

Manager of Hotel Trinity Hotel

FINAL GRADE

GENERAL COMMENTS

Instructor

Moderated 21.12.2021 43 to 48

48 /100

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GRADING FORM: HAFO PORTFOLIO

DIANA ANDRUSKO

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KNOWLEDGE & UNDERSTANDING /60

Available Marks 60 - Responses should be empathetic, realistic and personal. Problems should be acknowledged, and necessary measures addressed. Offer an official name and point-of-contact for further references. Recognise staff where appropriate. Offer realistic solutions. Make useful recommendations. Do not offer compensation in a public response. Recognise the effect of the Covid19 pandemic and use initiative when inviting guests back to Hotel Trinity

35



Letter: You have included the address of a real hotel. You have been very empathetic toward the guests and have used persuasive language, as well as a very generous goodwill gesture. I would have liked to have seen more information about the cost of the original booking, how to re-book, how the hotel has managed to create a safe environment, and how the pandemic affected the hotel. Negative Review: You have acknowledged the contribution of the staff and have apologised for the bad guest experienced. You have addressed the issues well, however instead of saying you will 'pay more attention to the training of kitchen workers' which reflects badly on the hotel, it is better to say you will 're-visit training standards'. Positive Review: A good response, and you have promoted the hotel to future guests too by highlighting the positives mentioned in the review. Formal Complaint Letter: You have addressed the issues well and have provided compensation. Take care with spellings.

PROFESSIONAL PRACTICE /30

Marks available 30 - Letters must look professional, with a logo, contact details, date etc. Font must be appropriate (Arial, 12) and look

professional. Make sure that your text is justified. All correspondence should have accurate spelling & grammar. Pay attention to detail of specific instructions provided for each element of the portfolio that can be found in the task description.



There are spelling errors in the letter (the recipient), and the telephone format is incorrect. The assignment should also be presented in the correct format (Arial 12, 1.5 line spacing and justified text). Check Module Handbook guidelines to ensure you meet these criteria in future.

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RESEARCH & LITERATURE /10

Marks available 10 - You must reference your chosen reviews accurately.



You have not referenced the reviews. Please ensure you use the Referencing Handbook in future.

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