

assignment 3

by Virginica Ionescu

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Assignment 3

1. Room cancellation

Dear Mr. And Mrs. Jones,

Thank you for your interest in our hotel in the past and we are sorry for the cancellation of your reservation and because of that we announce you that the booking for staying in Hotel Trinity is now open and we will be happy to welcome you any time you want!

Sincerely,

Ionescu Virginica

Guest Relations Manager

2. Response to a complaint

Dear Mr. Smith,

We are apologizing for your unpleasant experience of noise and poor room services in our hotel. We try to give an amazing experience to every customer that chooses to stay in Hotel Brooklyn and we are aware that when you paid for our services you expected a pleasant stay with all the facilities and comforts.

We are extremely sorry, so we are offering you 25% discount for your next booking for all the facilities that you will request and we will assure you that you will get the best services.

Warm regards,

Ionescu Virginica

3. Response to a compliment

Dear Mrs. Grant,

It is great to hear that you enjoyed your staying in our hotel and that you are satisfied with our services. We like to check with our customers about their experience because we want to know how to improve our services in the future.

Thank you for your review and we hope to see you soon!

Ionescu Virginica

4. Response to a formal written complaint

Dear Ms. Jones,

I am sorry to hear about your unpleasant experience with our customer services. The waiting period of 30 minutes does not stand for our principles. I understand that it was very unpleasant and I can imagine how frustrating this must have been for you. We care about our customers and this should not have happened.

I will pass this complaint to the proper department and please let us know if you have any comments, questions, or concerns.

Warm regards,

Ionescu Virginica

Head of Customer Support

assignment 3

GRADEMARK REPORT

FINAL GRADE

10 / 100

GENERAL COMMENTS

Instructor

Please see Rubric for a detailed breakdown of your grade.

Moderated by MJ

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PAGE 2

GRADING FORM: HAFO PORTFOLIO

VIRGINICA IONESCU

KNOWLEDGE & UNDERSTANDING /60

Available Marks 60 - Responses should be empathetic, realistic and personal acknowledged, and necessary measures addressed. Offer an official name and references. Recognise staff where appropriate. Offer realistic solutions. Make not offer compensation in a public response. Recognise the effect of the Covi initiative when inviting guests back to Hotel Trinity



Virginica, I recommend reading the Module Handbook before and during your assignments. The guidelines are clearly set out in order for you to understand the criteria. The library runs sessions for students to help them get started

process. I recommend the 'Basic Skills: Finding and Using Information' begin with: <https://www.uwtsd.ac.uk/library/infoskills/> However, you have four of your responses in a polite and professional manner which is equivalent to speaking to guests. Take care not to offer discount or refunds in public as this can create a culture of complaints.

PROFESSIONAL PRACTICE /30

Marks available 30 - Letters must look professional, with a logo, contact details appropriate (Arial, 12) and look professional. Make sure that your text is justified and should have accurate spelling & grammar. Pay attention to detail of specific information element of the portfolio that can be found in the task description.



For both letters, I would expect to see addresses at the top of the page with a logo. You have also missed out the screenshots for element 2 and 3. The word count for this assignment was intended to be 1500, and this is where you do not meet the number of marks. The Module Handbook will

RESEARCH & LITERATURE /10

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



There should be two review references here for element two and three. I recommend familiarising yourself with the Referencing Handbook to understand why it is important to reference and to build confidence when referencing assignments.

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