

Assignment 3 Portfolio Martin Toth

by Martin Toth

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Assignment 3 – Portfolio

Hotel Administration and Front Office Operation

(BMIH4004)

Martin Toth

(2025412)

Lola Villard

Element #1



Clive Jones

25 Leyton Avenue

Morrison

good format

Swansea

SA13AL

Previous reservation number: 001555

Dear Mr. and Mrs. Jones,

I am writing to invite you, book 1 in with us at the Trinity hotel after the pandemic. Unfortunately, your booking for the 19th of June 2021 was cancelled due to lockdown restriction during the Covid-19. Looking back at the booking details, it was a significant and exceptional event for your Golden Wedding Anniversary. With your permission, I 2 would like to offer my heartfelt congratulation on this amazing event on behalf of myself and all the hotel staff. We wish you many happy and peaceful years together! We hope that in the future we can be a part of this 3 Trinity Hotel. You are incredibly special and esteemed loyal guests to us, since 1972 you have been choosing us.

As we know, the appearance of Covid-19 has completely reversed the lives of all of us. Unfortunately, our hotel was no exception. Due to the lockdown, the Trinity had to run somehow. The hotel was temporarily unavailable for a while, payments were reduced and costs were minimised. Furthermore, we still put a lot of energy to train properly our stuff. 4 For us, our customers are the first. 5 We want to provide the greatest possible safety. So, with continuous courses and trainings we provide our employees the knowledge of the proper hygiene and health care protocols. We placed sanitizer stations in all major locations especially in public areas. All stuff 6 members are required to wear a facemask. We pay a lot of attention to keeping social distance. Our hotel has a contract with a reputable and reliable cleaning company who will completely disinfect the property. After each guest, our rooms go through a complete

UK English

Sp.

Grammar

Sp. 7

disinfection. To avoid queuing, our bar and restaurant area working as a sit-down restaurant with table service. We provide contactless payment options to avoid cash payments.

Trinity hotel tried to use well the lockdown. As we had a lot of free time due to lack of guests, we used this period to renovate and repair the building. Our Spa facilities have been expanded with a new finish sauna area and new massage salons are available to our lovely guests. Our tea garden department has also opened recently, where the costumers have opportunity to drink numerous varieties of special teas.

Your total accommodation cost was 220. 00£.It contained 2 nights with a double room. We would like to give you an irresistible offer. We provide 3 nights with deluxe room and a 50% discount on for all spa facilities. We have not forgotten the bottle of champagne you asked for and even a special one awaits you. If you require any further information or have a specific request, please do not hesitate to contact us via the email address listed on the hotel page, or by phone if you prefer. We are delighted to assist you and look forward to seeing you again.

Sincerely,

Very good letter, well done



Martin Toth

Guest Relations Manager of Hotel Trinity

Element #2

**Kay**
 United Kingdom

Reviewed: 27 August 2021

Bad 1.0

 Twin Room

 2 nights · August 2021

 Couple

 · The staff were all lovely and very helpful. The breakfast was well cooked.

 · The building was in bad condition with stains where leaks have been and in some places the plaster has come away. The room has been painted but missed in parts. There was no grab rail to get in and out of the bath to use the shower. To use the kettle it had to be put on the floor as the sockets were too low to use. The mattress were very poor quality and you could feel the springs which resulted in no sleep. There was no ramp at the main entrance which made it difficult for my mother to climb the steps. Finally I could not open the bedroom window as the seagulls try to come in.

1 person found this review helpful.  Helpful  Not helpful

(Kay, 2021)

Dear Kay,

First of all, I would like to apologise for the inconveniences you have suffered.

Word

Looking back at your booking date, there was a huge storm in our area just a few days before your stay. Unfortunately, many properties and trees were damaged, including the entire roof structure of our hotel and among other things, our windows were damaged too. Probably, this is the explanation for the stains what you mentioned and the leaks in some places. As the damaged parts of the roof have moved, so some of our rooms have soaked in the rain. Sadly, it may have happened the plaster has come away in some parts which we truly apologise again. As we could, we started the renovation of the rooms and the roof. Covid-19 induced staff shortages, so all workflows were much slower than expected. The painting of the room may therefore have seemed incomplete.

 6

Thank you for noticing that our staff were lovely and extremely helpful. It is very good feedback for us because guests are always on the first place in our hotel. Also, thank you for your nice thoughts about the breakfast. We are always striving to increase the range and quality of the items we provide. The hotel is now having a complete renovation, and all concerns are being addressed. All your observation will be recorded and

 7

I understand that we cannot always get it perfect but I would hope that when we do make a mistake, we make every effort to correct it during the visitors stay, so they leave us feeling confident and content. Please contact us so we can help you feel

 8

better about your decision to stay with us. Thank you for staying at the Broadway Hotel and we hope to see you again soon.

Sincerely,

A handwritten signature in black ink that reads "Martin Toth". The signature is written in a cursive, slightly stylized font.

Your signature would be less extensive on an inline review answer

Martin Toth

Guest Relations Manager of the Broadway Hotel

Element #3



Reviewed: 30 October 2021

9.0

Very enjoyable week away, we will definitely be returning



Superior Room with Free Beach Transfer

7 nights · October 2021

Couple

😊 · In all honesty, I don't have many things negative I could say at all. The staff were incredibly helpful and polite, they made us feel so welcome and they are all a great asset to Wyndham. They helped us get taxis, cleaned our room daily and left it spotless and always greeted us with friendly smiles. They really made our holiday fantastic. Our room was lovely, the beds were comfy and the view of the marina was gorgeous. Location was also excellent, 5 minute walk from the beach and marina. For when the distance is a little further, taxis are so cheap to get around you can go as far as the Burj Khalifa for £12! @

☹ · There was very little I could complain about... there is a lot of traffic around the back of the hotel during rush hour which made it a little difficult to get a taxi but there's a quick fix by just crossing the bridge to JBR. Not really a criticism on the hotel at all.

(Beth, 2021)

Dear Beth,

Thank you for staying with us at Wyndham Dubai Marina and taking the time to post such a positive review. We are delighted to hear that you enjoyed your experience and the hotel's location as well as the warm welcome of our team members. Thank you for noticing how kind and helpful our staff performed. It is positive response for us because our customers are always placed first in our hotel.



Furthermore, it is a special pleasure for the hotel to mention the spotless cleanliness of the rooms. Since the Covid-19 pandemic, we have paid close attention to the hygiene protocols. We want to give the least possible chance for infection and ensure the greatest possible comfort and safety for our lovely guests.

We are happy to hear that you found our beds comfortable because all mattresses within the hotel have been changed a few weeks ago. We already have some positive comments due to the new bed equipment, but it is always lovely to know about new feedback.

We have been in contact with local taxi company for several years. As we provide a lot of customers for them, so they give a great discounted prices for our guests.

We are sorry to hear that, you found the traffic around the back of the hotel disruptive but the area is extremely popular for its attractions.

We look forward to welcoming you and your partner back again for another fantastic experience.

You could include further details of your great facilities and location for example. Do you have a guest loyalty card or anything you may want to promote?

Kind Regards,

Martin Toth

Martin Toth

Guest Relations Manager of the Wyndham Dubai Marina



Element #4



Mr. Damian Cloake.

6 Honeycombe Way

Swansea

SA1 2AR

4 September 2021

Dear Mr. Cloake,

Thank you for choosing Trinity hotel for your recent stay and for taking the time to share your honest feedback with us. We are terribly sorry to hear that you did not enjoy your stay with us and that you have encountered issues during your stay.

We apologise for that, it took so long to check in. After the pandemic, the number of our staff has dropped significantly, which is still causing difficulties in some areas. You are absolutely right, it is a completely unacceptable service. We are currently working to resolve this issue. Trinity Hotel is constantly recruiting and trying to apply high quality trainings to the employees. It is a difficult job to find a great worker like Ben. I am incredibly pleased you had enjoyable experience about Ben's job. He is an especially important member of our staff. He is a highly diligent and reliable person who passionate to serve all visitors and seeks for their satisfaction.

Furthermore, I also apologise for any inconvenience because of the incomplete beds. Absolutely understandable that after a full day of exhausting travel you just wanted to go to bed and relax. We pass this issue to the relevant department.

I am deeply sorry for your experience at our restaurant. I cannot even imagine how you felt yourself when you get a cold main course after a long waiting time and just sitting at the table hungry and frustrated. As I mentioned earlier, due to the recruitment, the staff is constantly being renewed and unfortunately it was most evident in our kitchen department. The team spirit have not been developed and there was no proper communication between them. Probably because of that it become unacceptable and too long waiting time. However, we have solved this problem with a lot of trainings and now a well-oiled staff is waiting for every wish of our lovely guest. On the other hand, we are glad to hear that the breakfast fulfilled your expectations. Great

Thank you very much for your feedback and remarks. Once again, we are deeply sorry for the inconvenience. Your opinion was essential to realise these problems in our system and we are taking all necessary efforts to prevent these and similar difficulties from recurring.

I would like to offer for you and your family a special stay with us. We provide you one of our most beautiful room, a free dinner on the first evening of your stay and discounted tickets for the kids to the nearest zoo. *Good thinking in offering something towards the children*

Check your font If any question occurs, please, do not hesitate to contact us via email or on phone. I am confident that you will enjoy your next holiday with us.

We are really looking forward to meet with you again at the Hotel Trinity.

Your Sincerely,

You could make clearer a way for them to contact you and take on your offer

Martin Toth



Hotel Trinity General Manager

Reference

Kay (2021) 'Bad'. Review of *The Broadway Hotel*, by Kay, *Booking.com*, Available at: https://www.booking.com/reviews/gb/hotel/the-broadway.en-gb.html?aid=356980&label=gog235jc-1DEgdyZXZpZXdzKlICOOgHSAIYA2hQiAEBmAEJuAEXyAEM2AED6AEB-AECiAIBqAIDuAL75biNBsACAdICJDnKzA0NTU1LTY0NWMtNGY1NS1iNDQ5LWNiODdhZTVkZWZmZnN9gCBOACAQ&sid=0545d96010f0b6aa88f59b2e4725ea07&rang=en&customer_type=total&order=score_asc (Accessed: 1 Dec. 2021)

Beth (2021) 'Very enjoyable week away, we will definitely be returning'. Review of Wyndham Dubai Marina, by Beth, *Booking.com*, Available at: https://www.booking.com/hotel/ae/wyndham-dubai-marina.en-gb.html?aid=304142;label=50132_product-name_v2-;sid=fd3542133df54680afbe61864c795fa1;all_sr_blocks=159330926_246109652_2_34_0;checkin=2022-01-19;checkout=2022-01-24;dest_id=1183269;dest_type=hotel;dist=0;group_adults=2;group_children=0;hapos=2;highlighted_blocks=159330926_246109652_2_34_0;hpos=2;matching_block_id=159330926_246109652_2_34_0;no_rooms=1;req_adults=2;req_children=0;room1=A,A;sb_price_type=total;sr_order=popularity;sr_pri_blocks=159330926_246109652_2_34_0_330340;srepoch=1638890237;srpvid=a9646b7d78f50178;type=total;ucfs=1&&fbclid=IwAR29RP6Z_-3apQXWckpsJZXKNXXKH8CIUytYlouqS1aqatc5y-XVhNi0K28#tab-reviews (Accessed: 2 Dec 2021)

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GRADEMARK REPORT

FINAL GRADE

GENERAL COMMENTS

Instructor

Moderated by MJ

83/100

PAGE 1

PAGE 2

Text Comment. good format



Comment 1

punctuation error



Comment 2

Very thoughtful



Comment 3

missing word



Grammar

Grammatically incorrect



Sp.

Spelling error



UK English

Write in UK English and not American English



Sp.

Spelling error
Additional Comment

Staff

PAGE 3



Comment 4

It is not made clear at what price?



Comment 5

Good use of given information

Text Comment. Very good letter, well done

PAGE 4



Word

You need to choose your words carefully in order for them to say what you want them to. Here a better words could have been used.



Comment 6

Detailed and constructive. You managed to not appear too defensive whilst giving a plausible reason.



Comment 7

Forwarded



Comment 8

This sentence is perfectly addressed to reassure future guests. Well done

PAGE 5

Text Comment. Your signature would be less extensive on an inline review answer

PAGE 6



Comment 9

Great paragraph. Positive and straight to the point.



Word

You need to choose your words carefully in order for them to say what you want them to. Here a better words could have been used.

Strikethrough.



Sp.
Spelling error

PAGE 7

Text Comment. You could include further details of your great facilities and location for example. Do you have a guest loyalty card or anything you may want to promote?



Comment 11

Same comment as per element 2

PAGE 8



Comment 12

Good empathy



Sp.
Spelling error
Additional Comment
Staff



Comment 13

You are not actually offering a solution

Text Comment. Great

PAGE 9

Text Comment. Good thinking in offering something towards the children

Text Comment. Check your font

Text Comment. You could make clearer a way for them to contact you and take on your offer

PAGE 10

MARTIN TOTH

83

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



You demonstrated great knowledge and understanding of the task. You acknowledged problems and offered accurate and realistic solutions, well done. Some suggestions of improvement have been noted throughout

50

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.



You need to work on your grammar and spelling.
Your work is presented to a very high standard and
looks professional - well done

23

RESEARCH & LITERATURE /10

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



You are citing your review sources and referencing
accurately.

10