

N.Khatun 2025081 - 4 ELEMENTS

by Nasima Khatun

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Character count: 5579



TRINITY HOTELS

Dear Mr and Mrs Jones,

I would like to extend my sincere apologies for the inconvenience you were faced regarding the sudden cancellation of your booking at Trinity Hotel. Which was booked on June 2021. and was for anniversary surprise. The lockdown restrictions due to the Covid-19 pandemic was imposed on us as an organization very abruptly and we didn't have enough time to make alternative arrangements for our esteemed guests. Nevertheless, I believe you deserve a genuine apology and a well-thought of offering from everyone at Trinity hotels as I am aware you were planning on celebrating your anniversary and the cancellation vilified your experience with us thank you for choosing us. Trust your doing well! As we weather the storm ahead and battle the tough times, we would like to put you at ease by being transparent about the extra effort that we have been taking and measures that we have been implementing to ensure that you have safe, healthy, and hassle-free stay with us. We can offer the best rates guaranteed for your upcoming stay with us. Important notice to ensure a safety safe for all our guest. 2 metre distance must be observed, guests must have shown valid vaccination card at the checking, sanitizer and hand wash will be available at the major points in the hotel. Again, I would like to inform you that we have also increased the house keeping frequency at our hotel with regular and timely cleaning and disinfecting off all rooms, surfaces, and frequently contacted areas. I hope you both managed to enjoy the rest of your anniversary and I am glad to inform you of a 25% discount for our premium suite for this upcoming weekend for the both of you. The suite will include complimentary champagne, tasty anniversary style, romantic beverages, and a full morning couples spa session inclusive with massages and jacuzzi slots.

What makes the lockdowns so significant is how widespread it is — it has impacted every hotel industry and every part of the planet in some way or

Trinity Hotel Group
www.HotelTrinity-G.co.uk

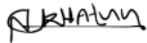
10 Trinity Square, London
EC3N 4AJ

020 3297 9200
HotelTrinityGroup@hotmail.co.uk



another. In addition, the London hotel industry which heavily relies on international travel and the corporate market has seen huge declines in revenue. This has been the case for us also and having to cancel reservations is something we do not take lightly. Again, our sincere regrets for having to ail your anniversary plans, we hope to make it up to you as soon as possible. Thanks for being so patient with us and we hope to see you at our establishment soon!

Sincerely, Nasima Khatun (Guest-Relations Manager)

A handwritten signature in black ink, appearing to read 'N. Khatun', is placed below the typed name.



The below screenshot is a negative review of 'Travelodge London Docklands'.



Peter S wrote a review 6 Dec

Didcot, United Kingdom • 2 contributions • 1 helpful vote

...



Great staff, crap environment.

"Unfortunately on arrival, there was no check in staff, after waiting for considerable time for them to turn up to the desk, reached lifts, one lift not working. The carpets in the general areas were disgusting, and the room carpet not better. But at least a coffee in the room would get us past the initial arrival, but no, coffee machine broken.

Unfortunately we have only used Premier Inn before, so take full responsibility for thinking it would be on a similar level..no.

But, the staff we were in contact with were great, polite, and engaging when in contact with them. So in all, great staff, crap environment!

Come on Travelodge, you can do better for your staff and customers."

[Read less](#) ▲

Date of stay: December 2021

Trip type: Travelled as a couple

Room Tip: Clearer guidance for travel using DLR into central London via tube.. for those not as familiar...

Thank you for taking the time and effort to record your valued comments regarding your unpleasant experience at one of our establishments. Firstly, I would like to extend my deepest apologies that our room was not up acceptable standards and that the guest rooms did not meet your expectations. We value all feedback, good and bad because it helps with continuous improvement and development of our branches. Since your review, the lifts have been serviced and repaired. An interior designer has been brought in to change the interior look of our reception, guest lobby and breakfast area. The carpets have all been replaced and the guest rooms are steam cleaned twice a week to ensure proper hygiene standards are being met. We used modern technology now to minimize the waiting and serving time. Thank you for complementing of our staff of your contact, I will pass the message to our staff they will be delighted about it. I sincerely hope to see you return to our establishment and I am glad to inform you that we will be giving you a breakfast service free of charge, and welcome drinks, because of how helpful your feedback has been. Please accept my sincere apologies and do not hesitate to contact me for your next visit.

Sincerely, Peter Smith (Branch Manager)



The below screenshot is a positive review of 'The Intercontinental Hotel' London Greenwich branch.

**Shinobi32768** wrote a review Yesterday
2 contributions...

●●●●●

Relaxing and Sumptuous

"I burned a few IHG points for a night in London with the wife. I was upgraded to a higher class of room by the helpful reception team after being warmly greeted by the concierge team. The room was beautiful, tastefully decorated and full of high quality finishes. The hotel is beautifully kept, and well run with friendly, helpful staff. Breakfast the following morning in the Market Brasserie was a good if slightly overpriced experience. The Full English buffet was good, but some of the products a little cold. For £25 I felt this was something that can be improved. However the quality of the food items was good. I look forward to returning after Christmas for a full weekend."

[Read more](#) ▼

Review collected in partnership with this hotel ⓘ

Date of stay: December 2021

 Helpful  Share

Dear Mr. Shinobi,

Thank you for taking the time and effort to record your valued comments regarding your ^{Sp.}ent stayed at The International Hotel. Guest feedback is valued and assists us further improving our hotel facilities and standers. I would like to assure you that your concern has been passed to the relevant ^{Insert:} will be dealt with accordingly. I will pass the messages to the chef about the ^{Insert:} 5 (market brasserie) and the staff of the reception team, and to all our staff. Thanks again for your feedback. There is mini concert in our hotel in Christmas weekend, half prized ticket only for ^{Insert:} are staying in the hotel the famous musician Beyonce is coming is well.

We will be very delighted to ^{Sp.} you again in Christmas.

Many thanks

Sincerely, branch manager James carter.



Dear Mr Damian Clarke,

6 Honeycomb Way

Swansea

SA1 2AR

August 21st, 2021

My deepest ⁶apology for your unpleasant and uncomfortable experience in our hotel. I hope we can overcome this, and we can convince you that we are a fine establishment with some flaws which will be addressed and improved. The global pandemic and the crises of covid has led to major staff shortages. As a result. Some of our departments such as the restaurant were struggling. We have addressed this issue by hiring a ⁷hand ⁷day and night chefs, waiting and kitchen staff. The day of your arrival, three off our reception staff were forced to isolate and newly trained ^{Missing ",} ^{Missin,} ^{WC} handling your reservation. I further send my deepest apologies for his lack of experience and empathy with your situation. We train all our staff to always remain professional, helpful, welcoming and hold our esteemed guests in high regard. I can assure you Ben's progress will be monitored. I hope you understand. Regarding the room not being ready, we did ^{Sp.} ^{WC} you of little delay on your room not being ready because on the very last hour of your arrival, the water pipe ^{Sp.} ^{WC} in your book suite. Our staff managed to locate a 10 minute plumbing company to resolve the problem.

In addition, regarding the meal experience you had at our restaurant, I wholeheartedly agree with you. No one enjoys eating cold food after waiting for a while. I express my ^{Sp.} deepest regrets on behalf of our kitchen, and we have implemented a new kitchen setup and experienced chefs to ^{Sp.} minimize wait times. Furthermore, we have also implemented a new order software which sends your orders directly to the kitchen and you can customise your meal to your preference. I would really like you to come back and experience the new changes and offer your feedback. I am glad to inform you of a free 2-course meal at our establishment and 15% of your next stay with us.

Kind regard, Nasima Khatun (General Manager)

FINAL GRADE

GENERAL COMMENTS

Instructor

Moderated - RP.

40/100



Comment 1

Hotel address. date and recipient address missing.



Comment 2

Sentence structure needs addressing

QM

Insert:

Insert word

QM

Insert:

Insert word

QM

Run-on

Run-on sentence:

The sentence contains two or more independent clauses. Separate the clauses with a period or semicolon.

QM

WC

Word choice error:

Sometimes choosing the correct word to express exactly what you have to say is very difficult to do. Word choice errors can be the result of not paying attention to the word or trying too hard to come up with a fancier word when a simple one is appropriate. A thesaurus can be a handy tool when you're trying to find a word that's similar to, but more accurate than, the one you're looking up. However, it can often introduce more problems if you use a word thinking it has exactly the same meaning.

QM

Sp.

Spelling error



Comment 3

Sentence structure needs addressing

QM

WC

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QM

Insert:

Insert word



Comment 4

They may not be available to book this weekend so maybe you could have suggested that they contact you to arrange a suitable date?

QM

WC

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QM

Sp.

Spelling error

QM

Insert:

Insert word

**Comment 5**

No brackets necessary

QM

Insert:

Insert word

QM

Sp.

Spelling error

**Comment 6**

sincere apologies

**Comment 7**

sounds too informal

QM

Missing ","

Missing comma:

Though it may not always be grammatically necessary, a comma can often help to prevent a misreading. When a sentence opens with an introductory element (a phrase, clause or word that is logically related to another phrase or clause in the same sentence), it is a great help to your reader to place a comma after that introductory element. Such phrases will often begin with words like "because," "while" or "although," as in the following example: "While

everyone was fighting, the bear wandered away." As you can see, without the comma, the sentence would be confusing.

QM

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QM

Sp.

Spelling error

QM

Sp.

Spelling error

GRADING FORM: HAFO PORTFOLIO

NASIMA KHATUN

40

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



Letter to Mr. & Mrs. Jones: A more empathetic approach was required due to the loyalty of the guests. Negative review: You could have commented on the positive compliments towards the staff (the sandwich approach that we discussed in lectures). Positive review: You could have focused on the positive aspects more in your opening and closing of the response. Complaint letter: I think you were a little confused about Ben - Mr. Cloake complimented him on his service.

27

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 have not presented your assignment in the correct format - Arial 12/1.5 line spacing/justified text. Hotel and recipient address not inserted at the top of the letter. However, hotel address can

11

be found at the bottom of the letter to Mr. & Mrs. Jones. Paying attention to sentence structure is a great way to look at the rhythm of your writing more carefully. Sentence structure is how the basic grammatical elements of a sentence are put together. May I suggest that you attend study skills at UWTSD to assist with assignments next term. You can book a session online or email - studyskillsdistance@uwtsd.ac.uk. Be mindful of the differences in British English and American English spelling.

RESEARCH & LITERATURE /10

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



Screen shot and information available, but no website or link provided.

2