

# Portfolio

*by* Anamaria-Georgiana Dumitriu

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**Word count:** 882

**Character count:** 4153

### Element 1

April 5<sup>th</sup> 2021

Clive Jones

25 Leyton Avenue, Morriston

Swansea, SA1 3AL

Dear Mr. and Mrs. Jones,

I hope everything is fine with you and your family. We Sp. apologize again for the inconvenience of your last booking, when due to the pandemic we had to cancel all bookings.

What I want to inform you is that we have overcome that difficult period and we inform you that we have opened our doors again.

We would be delighted to have you with us again in the near future, considering that your Golden Wedding Anniversary is coming up on the 19<sup>th</sup> of June. I would like to point out that the safety measures against covid-19 are at a high level so that you can feel safe.

As always, your room will be prepared according to the requirements you had in the past, namely a few extra pillows and the two bottles of cold water.

I hope to see you again soon, we look forward to welcoming you as we have done since 1972.

Sincerely,

Anamaria Dumitriu

Guest Relations Manager

## Element 2

Hotel Megalos, Constanta

Noises are heard from the other rooms. Some tourists are very noisy.

A lot of dust in the rooms - probably because of the carpet

The anti-Covid measures, quite poorly observed - the entrance temperature is not taken and many tourists do not wear masks in the common areas - I consider that stricter measures would be required.

Elena

### Reply

Dear Elena,

First of all, we would like to thank you for choosing our hotel as a holiday destination. Our main interests are our guests, hotel facilities and services designed to meet customer expectations based on their lifestyle and purpose of visit.

Regarding the noise problem, I would like to inform you that in our hotel you can also benefit from soundproofed rooms. This preference must be mentioned at the time of booking, and I am sorry that there were misunderstandings regarding this aspect.

Thank you for bringing to my attention the cleanliness aspect of the room and I want to inform you that I will personally deal with this issue by checking every room, so that there are no such situations in the future. Safety precautions against Covid-19 have changed. Wearing a mask and checking the temperature is not mandatory indoors and we can no longer enforce the WC things. Once again we apologize for these inconveniences and we hope to have the opportunity and the honor to receive you again in our hotel!

Sincerely,

Anamaria Dumitriu/ Hotel manager

### Element 3

Hotel Megalos,Constanta

The location is near to the beach, the facilities of the room were, in general, as expected. Remarkable was the bed, its size and comfort. The quality of the internet was good, the air conditioning worked well, the towels and bed linen were of good quality and were changed as many times as needed.

Maria

Reply

Dear Maria,

Thank you very much for taking the time to post a review and share your experience with us. We are extremely glad that we were able to live up to your expectations. I shared your comment with the rest of the staff and they are also very grateful that they had the pleasure to contribute to a quality stay.

We sincerely hope to have the chance to greet you again in our hotel!

Sincerely,

Anamaria Dumitriu/ Hotel Manager

#### Element 4

August 23<sup>rd</sup> 2021

Damian Cloake

6 Honeycombe Way

Swansea, SA1 2AR

Dear Mr. Cloake

Thank you very much for choosing Trinity Hotel and for taking the time to share your experience with us.

I truly regret to read the disappointment with your experience regarding your stay here as several aspects were not in line with your expectations. Especially we extend our most sincere apology if you found on this recent occasion that the room you were assigned was not in line with the high standards we are used to delivering to our customers. This is certainly not the way we like to make our guests feel and we genuinely appreciate that you reported your discomfort to us, and gave us the opportunity to promptly assist you. I can assure you that our staff <sup>WC</sup> trained to deliver a great customer experience and to make everyone enjoy their stay with us. I'm happy to know that Ben, our receptionist, managed to prove what we <sup>WC</sup> stand for. In regards to your dining experience...no one likes to wait for a long time to have their meal served cold. I'm sure that <sup>You need to justify and rectify</sup> ain the situation to the restaurant manager, the problem would've been solved differently than what you experienced.

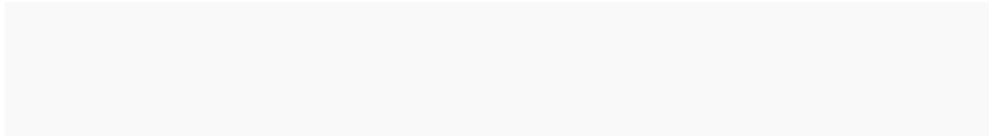
I want to assure you that all the comments we receive are of great value for our continuous improvement and we have proceeded to share yours with the management team in order to review this internally and take the necessary action, working to improve our guests experience.

We loved having you here and we are sorry to see you leave this way. We know that we are capable of offering much more than what you have unfortunately experienced

and we would love to have another opportunity to welcome you back and offer the unique, pleasant and unforgettable Trinity experience we like delivering to all our customers.

Kind regards,

Anamaria Dumitriu/ General Manager



# Portfolio

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## GRADEMARK REPORT

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FINAL GRADE

GENERAL COMMENTS

40/100

### Instructor

Please see Rubric for a detailed breakdown of your grade.

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PAGE 1

QM

**Sp.**  
Spelling error

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PAGE 2

QM

**Covid-19**

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

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PAGE 3

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PAGE 4

QM

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QM

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QM

## You need to justify and rectify

PAGE 5

GRADING FORM: HAFO PORTFOLIO

ANAMARIA-GEORGIANA DUMITRIU

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*



Mr. & Mrs. Jones letter: The wedding anniversary has already passed. Misunderstanding of task. Empathetic response. Compliment review: Review chosen was quite brief, therefore it was difficult to offer a more in depth response. You could have used the techniques explored in lectures to advertise to prospective guests. Complaint review: Sometimes you sound informal with word choices. Appropriate response. Letter to Mr. Cloake: Appropriate response. Be mindful not to inform the guests it was their responsibility to rectify issues.

**30**

#### **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.*



No hotel logo or address. Text is not justified. Be mindful of differences in UK/US spelling.

**10**

#### **RESEARCH & LITERATURE /10**

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



Reviews not referenced.

**0**