

Portfolio

by Sheikh Md Salman

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Hotel Trinity.

Hotel Trinity

Swansea

SW1 2AN

Tel: 02920 123456

SMSalman@hoteltrinity@hotmail.co.uk

Date: 09/11/2021

Dear Mr and Mrs Jones,

I am writing to you regarding the cancelation at Hotel Trinity which was booked for the 19/06/2021, reservation number 001367. We are honoured that you chose Hotel Trinity for your stay, which offers elegance, stylish and comfortable rooms, with sea view. Unfortunately, due to lockdown restriction your booking had to be cancelled. However, now that Hotel Trinity is back in operation with all the safety measures in place, I would like to invite you both back to stay with us.

I would like to take the opportunity to congratulate you both for your golden wedding anniversary and I hope the change of plan did not spoil your celebration. As you both are our loyal customers and you have been staying with us since 1972, I would like to offer you both a one-night stay at a discounted price, in our lavish suite with all the amenities. We will also provide you with a bottle of Prosecco and your favourite meal when you stay with us.

As this year has been difficult for us to operate due to covid restrictions, we have taken specific measures so that our guests feel safe when staying with us. Our housekeeping staff are making sure constant cleaning and hygiene are taking place. Our spa, gym and swimming pool are all back in service for you to enjoy and relax again. We have shield screen at the front office and everyone at the hotel staff and

guests will still need to comply with wearing a face mask. Mask can be taken off in your rooms and when seated.

Our new app can save you time to check in and check out and even book a table at our restaurant, where you can choose your meal from the menu which has a wide range delicious food. However, our friendly staff are always here to help you during your stay, we will always try our best to fulfil your requirements and make your experience exceptional.

I sincerely thank you for choosing to stay with us over the years and hope to hear from you soon. We at Hotel Trinity are grateful for you choosing to stay with. Our aim is always to make our guests feel comfortable and experience a wonderful time.

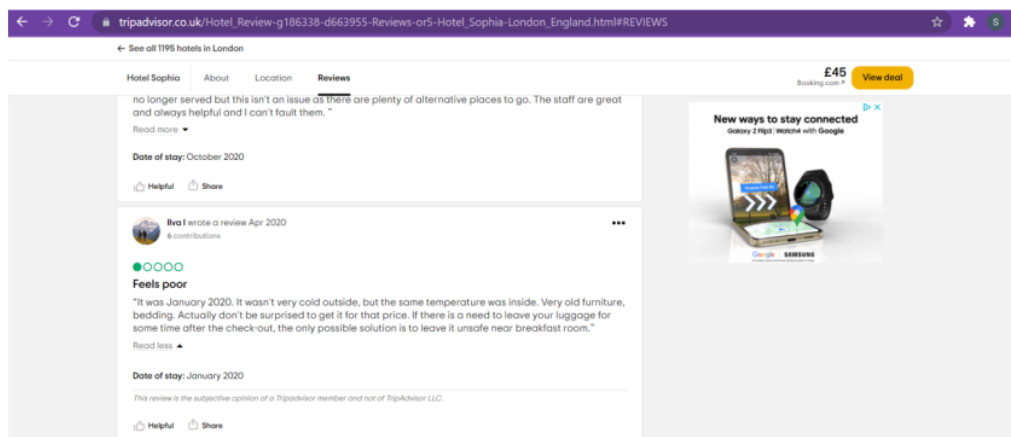
I hope to hear from you soon. You can contact me on the direct line or send us an email where I can assist you on your booking.

Kind regards.

Guest Relations Manager.

Sheikh Md Salman.

Element 2. Hotel Sophia 1*



Dear Ilva,

Thank you for choosing to stay at Hotel Sophia once again.

Here at Hotel Sophia, we appreciate your feedback, and we try our best to improve our service and hospitality for all our guests.

I am deeply sorry that you felt the temperature of the room was cold. We have a set temperature for our guests to feel warm, however our front office staff are here to help you and assist you with any concerns you may have.

We have recently had a refurbishment since your stay. We have updated the décor of the hotel, including the interior, furniture, beddings and bathrooms to ensure that guests can come to a clean and fresh environment. Our stylish rooms now have many amenities.

We have now got a new secure room for guest's luggage's, where guest can leave the luggage's to explore the city and to give our guest's a peace of mind. CCTV cameras are in place for our guest to feel safe.

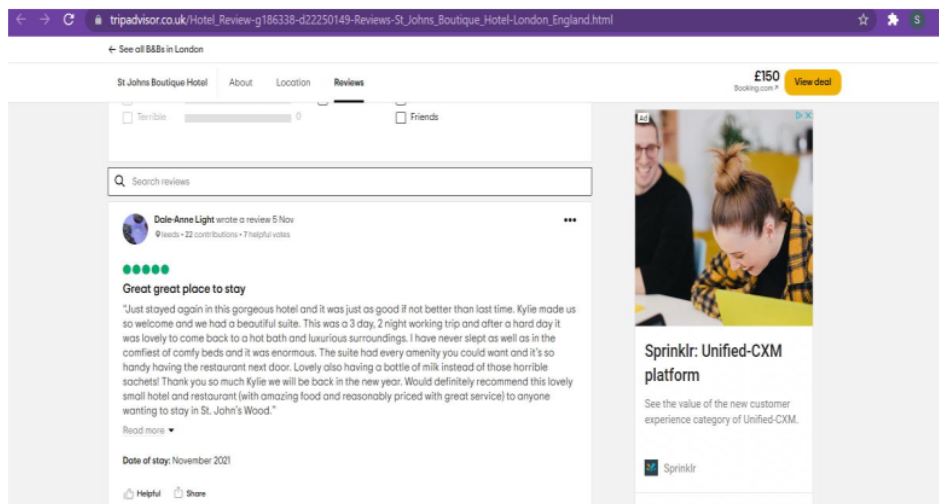
If you have any other enquiries, please contact me on our email address.

Hope we see you soon.

Hotel manager.

Sheikh Md Salman.

Element 3. St Johns Boutique Hotel 5*



Dear Dale-Anne Light,

Thank you for your wonderful feedback and for choosing St Johns Boutique once again. Our staff are always around to help the guests during their stay, and I am extremely grateful that Kylie was able to assist. Here at St Johns Boutique, we take pride in accommodating to our guests needs.

The restaurant is a beautiful place where our guests can relax, enjoy the experience and can choose from a wide range of food on the menu which is sourced from the local area. Your feedback really matters regarding your experience and any suggestions is really appreciated.

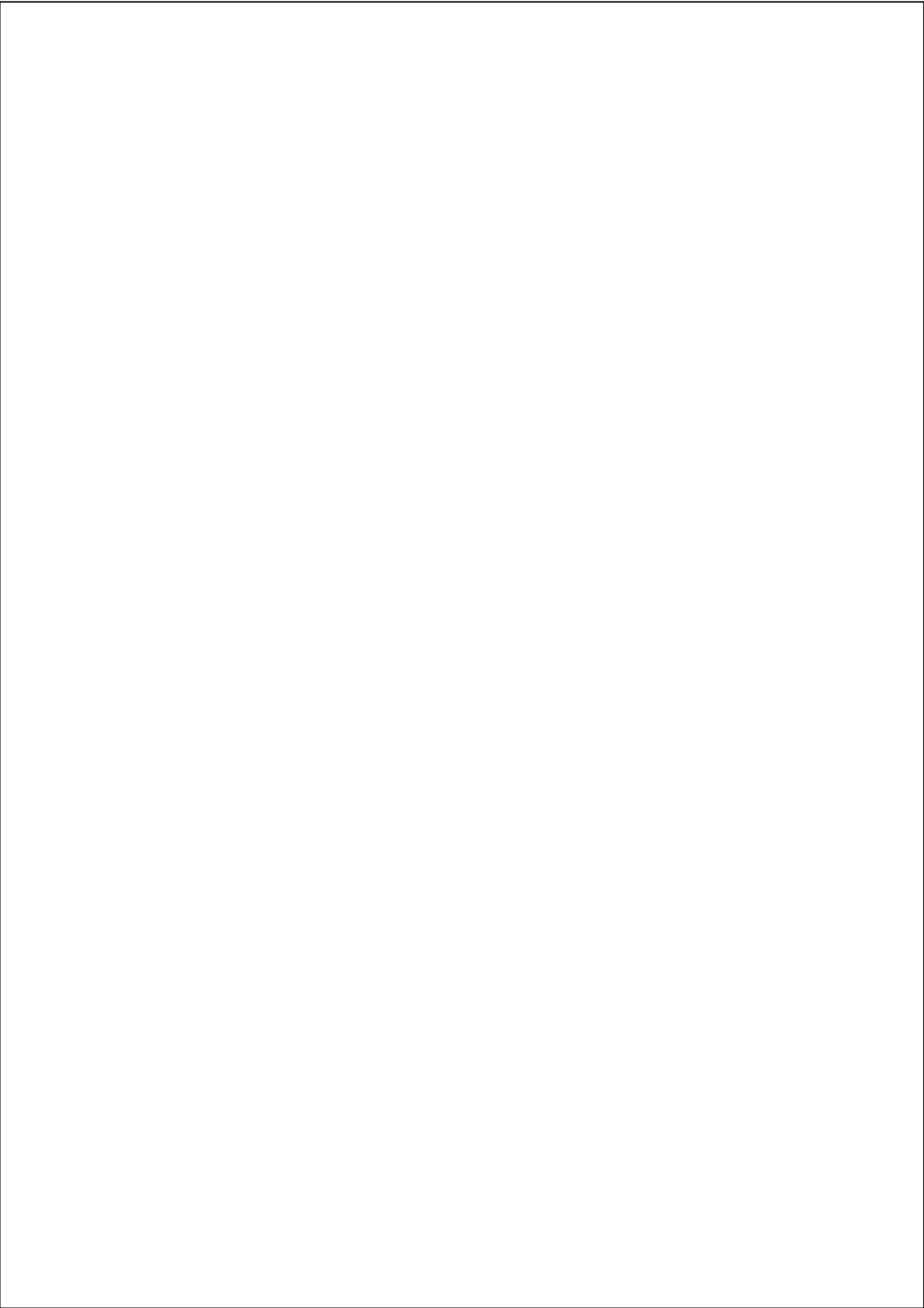
We at St Johns Boutique ensure that our guests have a restful stay with the all the amenity that they need. I am glad you were able to relax and get a good night sleep in our beautiful suite which has a beautiful view. We have many stylish rooms to fit around our guests.

I am very glad you had a lovely time stay at St Johns Boutique and we look forward to seeing you soon.

Thank you again for your positive feedback.

Kind regards

Sheikh Salman. (Hotel Manager)



Hotel Trinity.

Hotel Trinity

Swansea

SW1 2AN

Tel: 02920 123456

SMSalman@hoteltrinity@hotmail.co.uk

Dear Mr Cloake,

I have received your letter regarding your stay with your family on August 15th to August 17th 2021, reservation number TR1016724 costing £374.00. I would sincerely like to apologise for the issues you had to encounter during your stay with us.

Due to the shortage of staff the check in took longer than usual and I apologise that you had to wait for a long time. We have now put in a new system where you can tap in your reservation number onto our new system where it will log you in. You will be able to do this also when you download the app which will reduce the time to check in and check out. I hope in future you will find this service quicker and more efficient.

The issues with the beds. I can understand after a long day all you want to do is rest up and get a good night sleep. I am glad that our staff Ben was able to assist you with this by getting you additional beds. Our staff are always here to assist you during your stay and take pride in what they do which is to provide hospitality and service. Therefore, in future please do not hesitate to approach our staff for any issues regarding your stay.

The issue with the food at the restaurant is unacceptable therefore after speaking to the manager at the restaurant he has agreed to refund you the total food bill. I hope in future the food will be more pleasant as the breakfast standard. I am aware since your stay, the restaurant management system has been changed to give the guests a relax and enjoyable experience and more variety of food choice has been added to the menu which is locally sourced. Our new app can assist you in booking your table and choosing your food in advance which can save you time waiting.

I would like to thank you for bringing these issues to our attention, your opinion matter to us. We at Hotel Trinity thrive on guest feedback to make future changes and amendments.

As you are our valued customer, I would like to give you and your family a free afternoon tea with prosecco here at Hotel Trinity to apologise for all the inconvenience you and your family had to encounter during your stay. Please contact me on the direct line where I can assist you on your booking. You can email me on the email address too.

I hope I have been able to satisfy you regarding your complaint. Here at Hotel Trinity, we try our absolute best to meet our customer needs. If I can assist you in any other way, please contact me on the above contact details.

I look forward to hearing from you soon.

Kind regards.

Guest Relations Manager.

Sheikh Md Salman.

Reference list.

Llva, (2022). 'Feels poor'. *Review of Hotel Sophia*. Available at:
https://www.tripadvisor.co.uk/Hotel_Review-g186338-d663955-Reviews-Hotel_Sophia-London_England.html (Accessed: 7th November 2021)

Dale-Anne Light, (2021). 'Great place to stay'. *Review of St Johns Boutique*. Available at:
https://www.tripadvisor.co.uk/Hotel_Review-g186338-d22250149-Reviews-St_Johns_Boutique_Hotel-London_England.html (Accessed: 8th November 2021)

Portfolio

GRADEMARK REPORT

FINAL GRADE

GENERAL COMMENTS

Instructor

Moderated by MJ

80/100

PAGE 1

PAGE 2

PAGE 3

PAGE 4

PAGE 5

PAGE 6

PAGE 7

PAGE 8

PAGE 9

GRADING FORM: HAFO PORTFOLIO

SHEIKH MD SALMAN

80

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

49



Letter: Also need to include the guest address. You have been considerate and empathetic in the tone of your letter, as well as offering a kind goodwill gesture (although you have not been specific about the discounted rate). You also have a good knowledge of how the pandemic has affected the industry and the safety procedures adopted by hotels. Negative Review: You have really reassured future guests that the issues in the review have been dealt with. You could have also left contact details in order for the guest to reach out and discuss further if they wished. Positive Review: You have again promoted the hotel to future guests and recognised the contribution of the staff (although you could also mention that you will pass the feedback on). You have also signed off the review appropriately with your name and title. Formal Complaint Letter: You also need the guest address at the top of the letter. You have done well with addressing each issue separately and providing solutions.

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 do not need to include a border unless specific to the assignment. You have followed the guidelines (Arial 12, 1.5 line spacing and justifying the text).

22

RESEARCH & LITERATURE /10

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



Take care to remove the hyperlinks from web addresses in references.

9