

Letters

by Antonela Puiu

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Element 1

Hotel Trinity
12 Lower Hatch Street
D02 R682
manager@trinity.co.uk
07911123456



4th November 2021

Mr. Clive Jones
25 Leyton Avenue
Morriston
Swansea
SA13AL

Dear Mr. Jones

I expect you and your wife have been safe throughout these difficult times and remained well and healthy. Since the pandemic restrictions have lifted, we have adjusted our daily operations to fit the new normal and keep yourself and our employees safe. You will notice changes such as increased cleaning and disinfecting, installed hand sanitising stations and one way system in the restaurant.

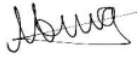
I would like to apologise on behalf of Trinity Hotel for the cancellation of your last booking due to Covid restrictions. We are so looking forward to pampering the both of you on your 50th wedding anniversary. This said, I would be delighted to welcome you back to celebrate your belated anniversary.

We recommend a date between 23rd and 30th of November, as our chef will cook his exceptional Italian dishes which you and your wife enjoyed in some of your previous visits. For the following month, we also offer discounts on stays of minimum three nights. If you wish to extend your previous booking, please let us know, we are always happy to indulge you and your wife with our services.

Looking forward to your reply.

Best wishes,

Antonela Puiu



Guest relation manager

Element 2

Elena S.

Hotel with bed bugs

"The hotel is central and close to many touristic attractions, but there were bed bugs in my room! After the first night I didn't realize that the bites come from bugs as I have never faced these insects before but the second night made it clear - all symptoms are there. So, after two nights I have about 30 bites and a strong allergic reaction. What's a shame for a London hotel!!!!" (S., 2019).

Dear Elena,

Thank you for taking the time and offering us with feedback of your stay.

We are ever so sorry to be informed that we did not fulfil your expectations. We serve our guests with the utmost respect and aim to deliver each with an exceptional experience, it looks as though, in this case, we fell short. Sadly, bedbugs can be carried into the hotel by other travellers. Please accept my sincere apology and let me assure you that we have immediately acted on your feedback.

Housekeeping and management are carrying out full inspections to ensure that each room is bug free.

Good follow up and reassurance

This has clearly left a poor impression. We would like the chance to restore your faith in us, to welcome you again and show you our true dedication and service.

We understand that you enjoyed the London touristic attractions. Our concierge is an expert in London's attraction deals and can help you choose the right ticket combination to suit you on your next visit.

Best wishes,

Antonela Puiu,

General Manager

Element 3

Hicksygee

Hotel 41-what a hotel 5*

"This is by far the best hotel I've ever stayed in and dog friendly too!

This was a special visit for our anniversary and wanted our dogs to join us for the occasion. The service, from the point of booking, has been incredible. All of the staff are polite and very helpful making our stay that extra impressive.

On arrival we were sat in the beautiful lounge, which is stunning and had a glass of champagne (pawsecco for the dogs). There is a complimentary snack cart, which serves a variety of delicious foods throughout the day. We were shown to our room and what a room it was. I believe we had been upgraded and found a beautiful anniversary cake, chocolates and card on the side. The dogs had their own bed with popcorn and treats as well as toys.

We had already planned a separate restaurant booking (as we had the dogs) but returned to the lounge in the evening. After having a few drinks (and some more treats from the cart) we returned to our room to find evening biscuits and a card address to the dogs and our bed ready for a great night's sleep.

I would 100% recommend this hotel. I felt like a queen for the night and the fact we could have our dogs with us everywhere, really made it for us.

Thank you, Hotel 41, would love to return" (Hicksygee, 2021).

Dear Hicksygee,

Thank you for taking the time for leaving this beautiful feedback.

Lovely team approach
Everyone at Hotel 41 is delighted that you enjoyed your stay and found our smooth booking process incredible. We believe that dogs are part of the family, and here at Hotel 41, any pet is treated with respect. We are happy that you enjoyed the tasty food cart and that we could assist at making your anniversary more special and memorable. We are overjoyed that you felt like a queen during your stay.

Your warm **Making the guest feel valued** **everyone here.**

I appreciate your recommendation and the entire crew are looking forward at welcoming you and your dog's back to our hotel in the very near future.

Best regards,
Antonela Puiu
General Manager

References

Hicksygee, 2021. *Tripadvisor-Hotel 41*. [Online]
Available at: https://www.tripadvisor.co.uk/Hotel_Review-g186338-d188961-Reviews-or5-Hotel_41-London_England.html
[Accessed 4 11 2021].

S., E., 2019. *Tripadvisor-Fairways Hotel*. [Online]
Available at: https://www.tripadvisor.co.uk/Hotel_Review-g186338-d214642-Reviews-Fairways_Hotel-London_England.html
[Accessed 15 11 2021].

Element 4

Hotel Trinity
12 Lower Hatch Street
D02 R682
manager@trinity.co.uk
07911123456

August 21st, 2021

Mr. Damian Cloake
6 Honeycombe Way
Swansea
SA1 2AR



Dear Mr. Cloake

I would like to acknowledge your courage for contacting me directly and trusting me to resolve this problem. I know it must be frustrating when your expectations are not met, and I am truly sorry for the unpleasant experience you and your family went through last weekend.

Let me assure you that we have already taken steps to improve, so that these problems will be avoided. We have added a self-check-in station, so that guests can decide whether they want to check in themselves or see the front desk clerk, and I will personally help B Acknowledgement of staff times. We also opened an interaction room next to the lobby, so while you and your wife enjoy a welcoming drink, your children can be entertained in the next room.

Our morning chef has gladly received your warm words regarding the breakfast service. After assuring that his team can continue to deliver an exceptional breakfast,

he has moved on to help the other members of staff working in the kitchen; to train them and guarantee that all meals will be served at high standards.

I would like to invite you and your family back at Hotel Trinity, to give as the opportunity to serve you again soon and leave you with an exceptional experience. Please accept my offer of free meals cooked by your favourite chef, for you and your family during your next stay, and a discount on our Quad room.

I'm looking forward to seeing you again.

Yours sincerely,

Antonela Puiu

A handwritten signature in black ink, appearing to read 'Antonela Puiu', with a stylized, cursive script.

General Manager

Letters

GRADEMARK REPORT

FINAL GRADE

GENERAL COMMENTS

90/100

Instructor

Please see Rubric for a detailed breakdown of your grade.

Moderated - RP

PAGE 1

QM Warm introduction

QM Sp.
Spelling error

QM Sincere

QM Subtle tactic

PAGE 2

QM Good follow up and reassurance

PAGE 3

QM Good promotion/advertising

PAGE 4

QM Lovely team approach

QM Making the guest feel valued

PAGE 5

QM Empathetic and professional



Managerial qualities



Acknowledgement of staff

PAGE 6



Comment 1

Satisfying complaint and personal service

GRADING FORM: HAFO PORTFOLIO

ANTONELA PUIU

90

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



Empathetic and warm approach to both Mr. & Mrs. Jones and Mr. Cloake. You have demonstrated care and concern for their welfare and needs. You acknowledge and respond professionally and appropriately. You recognise staff and the team approach, which is vital in hospitality. You make subtle suggestions and are able to advertise your facilities/amenities beautifully. Well done!

56

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.



Good sentence structure. Correct format for assignment. Spelling and grammar is correct and language is professional. Letters are well structured and have provided correct information.

25

RESEARCH & LITERATURE /10

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



Referenced reviews according to instructions provided during lectures. Don't forget brackets around the publication date (2021).

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