

4 elements

by Alexandra Verdes

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Mr and Mrs Jones
Clive Jones
25 Leyton Avenue
Morrison ,Swansea
SA13AL

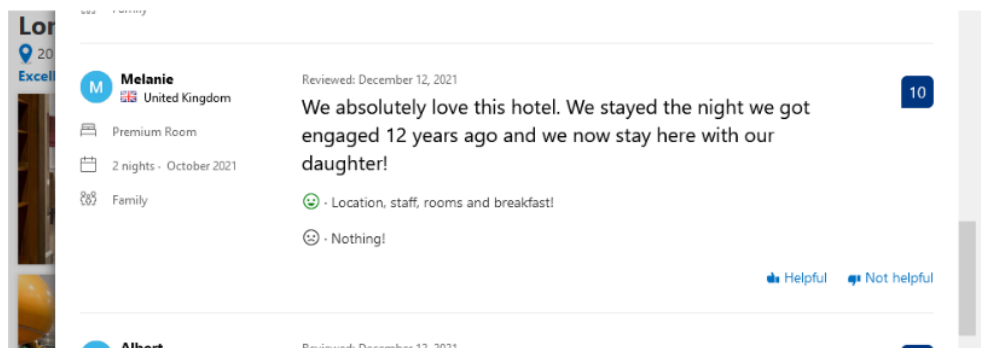
Dear Mr. & Mrs. Jones

On behalf of our entire staff, we would like to welcome you to our property. We are honoured that you have chosen to stay with us and look forward to providing you with a memorable experience. Just a remind that you book with us room for 2 nights to celebrate your Golden Wedding Anniversary. Your booking was for 19th June 2021, and you request a bottle of champagne in a room. Total cost for your accommodation was 2200. Unfortunately, was middle of pandemic and we suppose to close due government restrictions and cancel all bookings. But now we would like to inform you that we are fully opened and waiting for our loyal guess like you. Glad to have such a loyal guest in our hotel since 1972. Also, we would like to inform you that we have some changes in our hotel to keep all our guests and visitors safe. All information you can find on our web site, or you can call us anytime and we will glad to inform you about our changes. We are happy to see you again you in our hotel when you will choose a date you can Be more specific and we will arrange for you, we have all your details, and we are waiting for your visit. Stay safe and welcome to Luxury Boutique Hotel.

Use a professional closure/signature

Luxury Boutique Hotel.

Element 2 10 stars hotel review



https://www.booking.com/hotel/gb/radissonmountbatten.html?aid=318615;label=New_English_EN_GBIE_7023979945-d32ouzweXvV1PCcV0AWXTwS217247101818%3Apl%3Aa%3Ap1%3Ap2%3Aac%3Aap%3Aaneg%3Afi2658608933%3Atiaud-297601666995%3Adsa-302055334045%3Alp9044987%3Ali%3Adec%3Adm;sid=5241a15a2a1f6df1d9f51075c12aefbb;dest_id=-2601889;dest_type=city;dist=0;group_adults=2;group_children=0;hapos=9;hpos=9;nflt=review_score%3D60%3Bsth%3D108;no_rooms=1;req_adults=2;req_children=0;room1=A%2CA;sb_price_type=total;sr_order=class_asc;sreepoch=1639431548;srpvid=9201983644870352;type=total;ucfs=1&#tab=reviews

Radisson Blu Edwardian Mercer Street Hotel, London

Dear Melanie

Thank you for your positive feedback 10 out of 10 it's a pleasure for us  having guest like you. We glad to hear that you have positive and memorable event regarding our hotel. Same as 12 years ago on your engagement day we are working every day to make our customers happy.

Thank you

King Regards

Manager Alexandra.



michael q wrote a review Oct 2021

1 contribution



Poor Management of Change

"Had a booking organised for arriving on the 21st of October for one night to attend a hospital appointment with my daughter in central London. Due to illness we were unable to attend and we tried to change the booking the night before for a date in November, but we were advised that because we had booked a pre-pay rate, this could not be amended. I called central reservations, who said they could not help and was asked to contact the hotel direct. I contacted the hotel direct and was left on hold for a period of 20 mins before the call ended itself, from what I can take from this is that the operator also did not want to help and just waited for the call to end so that he did not need to help with the request. Now I accept the fact that this was a pre-pay rate and should not be refundable or changeable, what annoys me is the complete lack of customer service to help when unforeseen circumstances arise. In the current climate of Covid, I made the right decision to cancel and try to re-arrange my visit, again for a Hospital visit for my daughter, although not such good service from Marriott in assisting me, Will be the last time I ever use Marriott, really poor customer service."

[Read less](#) ▲

Date of stay: October 2021



Service

This review is the subjective opinion of a Tripadvisor member and not of Tripadvisor LLC.

Bad Hotel review

https://www.tripadvisor.co.uk/Hotel_Review-g186338-d193660-Reviews-London_Marriott_Hotel_Kensington-London_England.html

London Marriott Hotel Kensington

Dear Michael

Hope you and your child are feeling well? First I want to apologise for creating such a lot of discomfort for you and for your child, due to the fact we still work on our service and create better service for everyone. We are also sorry to hear that you must cancel your visit to hospital. But in the future, we would like you to inform about all your circumstances and we will try to help you as much as we can. About our service after pandemic, we are struggling a lot to find a good specialist and people with ability to help others anytime. But we inform you that we will make sure that that kind of issue will never happen again. We are thanking you for your feedback our customers are important for us.

Thank you

Manager Alexandra.

No hotel logo/address/date

Dear Damian Cloake

No guest address

From all our Hotel Trinity staff we apologise for all inconvenience and discomfort we provide to you and your family during your stay in our hotel. We are welcome for all feedback, and we are responding to everyone in that we can do our hotel better day by day. For you and for your family we are including in this letter a voucher for your next visit, we have been noted all your details and about all incidents that we provide to you and your family, and we will also let a note for our staff about their behaviour. Unfortunately, during pandemic, we lost a lot of specialists, and we are short in personal, but we are doing our best to keep our hotel on top. Sometimes is happened bad situations like yours and we are again sincerely apologising and hope we will see you and your family again visiting us. Every customer is important for us and their opinion matter.

Thank you

King regards

Trinity Hotel

4 elements

GRADEMARK REPORT

FINAL GRADE

GENERAL COMMENTS

48/100

Instructor

Late submission 13.12.2021 Capped at 40%

Moderated RP - 48 TO 42.

PAGE 1



Comment 1

and you requested



Comment 2

£220.00



Be more specific



Use a professional closure/signature

PAGE 2



Comment 3

guests

PAGE 3



Comment 4

I understand that you are using an empathetic approach, but this sounds intrusive.



Sp.
Spelling error



Comment 5

due to the pandemic, we are experiencing....



Comment 6

You could have suggested they contact you to discuss.

PAGE 4

QM

No hotel logo/address/date

QM

No guest address



Comment 7

You haven't addressed the issues raised in the complain letter.

GRADING FORM: HAFO PORTFOLIO

ALEXANDRA VERDES

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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: Empathetic and acknowledging their inconvenience. Mentioned

25

their special occasion. Sounded a little short and rushed for such loyal guests. Compliment review: You chose a very short review so it was difficult to respond in depth. However, you could have used some of the techniques we explored during lectures in your response. Complaint review: Try to be empathetic without being intrusive (see highlighted section within the assignment notes). There was no justification for the issue. I have suggested in the notes for them to contact you directly in the review to resolve issues. This would give you an opportunity to understand the issues more clearly, especially as they are making a bold statement about never using Marriott again. Mr. Cloake letter: None of the points raised in the complaint letter were addressed.

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.



Not presented in the correct format - Arial 12/1.5 line spacing/justified text. Ensure you use paragraphs to assist with the structure of your writing. Some words missing which interrupts the flow of the sentence. Look at the study skills offered at UWTSD for assistance with sentence structure and academic writing.

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RESEARCH & LITERATURE /10

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



Referenced according to instructions.

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