

QHotels Commit to Agency Satisfaction

Last week saw the unveiling of the 'QHotels Agency Charter', a brand new industry initiative which has been introduced to underline the brand's recognition of, and commitment to, agency business.

The charter was developed following a series of research activities, in which QHotels looked to establish what agencies need from a hotel partner. As a result of the exercise, a ten point commitment to agency business was drafted.

The commitments were launched by QHotels' Sales Director, David Taylor, on June 25th at QHotels Chesford Grange Hotel in Warwickshire, in front of agencies including Trinity Conferences, Book-o-tel, Venues Event Management, Momentum Conferences & Events, Travel Management Group, CJS Event Solutions and Maverick Solutions.

"QHotels truly recognises the contribution agencies make to our business, and it's important to us that this recognition is communicated. The Charter is an expression of our commitment to hotel booking agencies and ensures that we are continually improving business standards, enhancing the relationship we have with agencies, and setting a new benchmark in the industry for agency partnership" commented QHotels Sales Director, David Taylor.

Illustrating QHotels' commitment to improving standards; the unveiling of this new 10 point agency commitment follows the brand being voted best in class in four separate BDRC categories this May.

- That's all for now -

The QHotels Agency Charter can be found attached.

In picture: Joanne Barrett RGM for the Heart of England, Lesley Lucas & Jodie Yeadon from Maverick Solutions Ltd and David Taylor from QHotels.

The QHotels 21: The Westerwood Hotel & Golf Resort - Near Glasgow... Aldwark Manor Golf & Spa Hotel - York... The Queens - Leeds... Forest Pines Hotel & Golf Resort - North Lincolnshire... Tankersley Manor - Tankersley, Nr Sheffield... The Midland - Manchester... The Park Royal - Cheshire... Crewe Hall - Crewe, Cheshire... The Nottingham Belfry - Nottingham... Telford Hotel & Golf Resort - Telford, Shropshire... Stratford Manor - Stratford-upon-Avon... The Stratford - Stratford-upon-Avon... Chesford Grange - Kenilworth, Warwickshire... Hellidon Lakes Golf & Spa Hotel -

Read all about... us!
Press Release: July 2009

21

Hellidon, Northamptonshire... The Cheltenham Chase Hotel - Gloucestershire... The Cambridge Belfry – Cambourne, Cambridge... The Oxford Belfry –Thame, Oxford... The Hampshire Court Hotel - Basingstoke, Hampshire... Norton Park - Winchester, Hampshire... Bridgewood Manor – Chatham, Kent... Ashford International Hotel – Ashford, Kent

If you've got a question, need a few pictures or simply want to pay us a visit... you only have to ask:

Amy Scott or Philippa Martin at Davies Tanner

Tel: +44 (0) 1892 619100

Email: amy.scott@daviestanner.co.uk / philippa.martin@daviestanner.co.uk

A little bit about us:

- QHotels prides itself in its collection of 21 carefully nurtured, unique properties throughout the UK. Some hide away in the most beautiful countryside, some preside over bustling city centres, but each with its own little idiosyncrasies, ensures guest enjoy a truly unique experience - whether staying for pleasure or business.
- Founded in 2003 by Managing Director - Michael Purtil, Sales Director - David Taylor, Finance Director – Ian Goulding and investment company Alchemy Partners; the collection has grown from 2 to 21 properties over the last five years.
- The collection, which boasts iconic properties including The Midland in Manchester, The Queens in Leeds and Crewe Hall in Cheshire, has been voted AA Hotel Group of the Year 2008/09 and is ranked 17th in The Times Buyout FastTrack register of the 100 fastest growing private equity backed businesses... one of the few companies to feature in the top 100 in two consecutive years. In addition to this... January 2009 alone saw QHotels shortlisted for the Business Hotel Brand of the Year Award at the Business Travel Awards and Winchester property Norton Park scoop two HRS Hotel Excellence Awards (Excellence in Meetings and Excellence in Business Management).
- Take a look at our website www.QHotels.co.uk

QHOTELS



Hotel Group of the Year
2008 - 2009