

Chesford Grange Teams Celebrate as they Scoop Top Accolades

Staff at Kenilworth hotel achieve recognition for excellent service

The Conference & Events Team and the Reception Team at Chesford Grange in Kenilworth were celebrating today after scooping two “Centre of Excellence Awards” at the QHotels annual award ceremony.

Each year teams at the 21 individual hotels that make up the QHotels Group can be nominated to receive a prestigious “Centre of Excellence Award” which is the highest accolade that can be awarded to a hotel within the group. Competition is tough with judging based on a variety of criteria including scores achieved in the AA inspection, feedback from customers, training and development, innovation and commercial success.

For the second year in succession, both the Reception Team at Chesford Grange led by Esther Pinedo, Front of House Manager and the Conference & Events team under the leadership of Conference & Events Manager Adrian Pate walked away with the top prizes for service in their areas.

Joanne Barratt, General Manager of Chesford Grange commented “The first six months of this year have been amazing – we opened a new conference and banqueting suite The Stratford, which has helped to increase the hotel’s conference and events business, and our trainee chef Ben Edwards won the “QHotels Apprentice Chef of the Year 2009”. The Reception and Conference & Events teams both winning the ‘Centre of Excellence Awards’ for service for a second year really is the icing on the cake. I would like to congratulate all members of both teams for their professionalism and dedication and thank our customers for their positive feedback. I hope the next six months are just as successful for Chesford Grange!”

ENDS

Photographs of the two winning teams attached

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

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Sheffield... **The Midland** - Manchester... **The Park Royal** – Stretton, Warrington... **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** – 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

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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 six 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). Since then QHotels trophy cabinet is buckling under the weight of new awards, including 'Most Improved Brand' for the second year in a row in the 2009 BDRC UK Meetings Market Survey and the 'Excellence in Training Award' in Caterer & Hotelkeeper's Best Places to Work in Hospitality 2009
- Take a look at our website www.QHotels.co.uk

QHOTELS



Hotel Group of the Year
2008 - 2009