

Forgotten your phone charger? Worry not, QHotels is one step ahead!

Following extensive research and feedback from conference organisers QHotels has just appointed new conference concierges in 9 of their 21 key meeting hotels across the UK whose sole aim is to be one step ahead of all conference organisers and their needs whilst their event takes place at a QHotel.

The dedicated Conference Concierge service complements the dedicated event management service that QHotels already offers and means that organisers, on the day hosts and delegates can be confident that whatever they need however obscure, whether it be in the run up or on the day, we have a dedicated resource looking after their every need.

Operations Director at QHotels, Vivien Sirotkin explains: “We decided to introduce a personal Conference Concierge to help us further improve our service offering. Quite often it is the smallest things that can make or break an event. We have years of experience and know how fraught event management can be - even when every last detail has been meticulously planned and organised. Our Conference Concierges, who are now in all our key conference hotels, will help make the event organiser’s day as stress-free as possible and the service of course comes at no extra cost to the organiser.

“Our concierges will not only be a point of contact and of all day assistance to the organiser, but will also meet and greet guests, ensure deliveries go to the right location, order taxis and generally work quietly in the background to make sure that the event runs smoothly and efficiently. They will even endeavour to get hold of those personal items that delegates often forget such as mobile phone chargers and stationery, so delegates can concentrate on the conference.”

The Conference Concierge service is the latest upgrade to QHotels’ Total Meetings Package already in place across the UK. QHotels continuously seeks feedback from event organisers and has recently added new benefits to their Total Meetings Package, such as unlimited Wi-Fi access for all 24-hour and day delegates, healthy fruit smoothies or fruit skewers to kick start morning meetings, and home baked cakes and cookies to liven up afternoon tea breaks. The Conference Concierge service is launched at the same time as QHotels introduces a new range of delegate restaurant lunches – a uniQue approach to taking lunch with QHotels,

something that is fun and definitely different. Delegates can now create their own lunch from a wide range of familiar favourites, fresh ideas and delicious desserts.

The latest upgrades to the Total Meetings Package follow the £1.1m investment into the portfolio's meetings and events offering earlier this year.

Vivien continues: "Our Total Meetings Package guarantees no hidden extras and is constantly being reviewed to ensure that we continue to meet and exceed expectations. We take pride in the fact that we offer a truly unique experience that is tailored to the individual needs of our clients."

The following QHotels have appointed a new conference concierge:

The Queens - Leeds... **Forest Pines Hotel & Golf Resort** - North Lincolnshire... **The Midland** - Manchester... **Crewe Hall** - Crewe, Cheshire... **The Nottingham Belfry** - Nottingham... **Stratford Manor** - Stratford-upon-Avon... **Chesford Grange** - Kenilworth, Warwickshire... **The Oxford Belfry** -Thame, Oxford... **Norton Park** - Winchester, Hampshire...

- That's all for now -

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** - 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** - Rochester, 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:

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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 Purtill, 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, was voted AA Hotel Group of the Year 2008/09 and is ranked 53rd in The Sunday Times Buyout 100 register of the 100 fastest growing private equity backed businesses... the only hotel operator to feature in the top 100 for four consecutive years.
- 2009 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