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Press Release: July 2009

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## Park Royal Hotel Wins Best Customer Care Award

QHotels' Park Royal Hotel is celebrating following winning the Best Customer Care Award at the Warrington Business Awards.

Now in its tenth year, the Customer Care Award celebrates businesses or organisations which demonstrate that excellent customer care has resulted in improved profitability, turnover and customer retention.

QHotels' Park Royal Hotel, part of the AA Hotel Group of the Year 2008/09, was credited for their first class customer service and their one of a kind approach to customer satisfaction at the awards ceremony, held at The Park Royal Hotel in Cheshire on Friday 10 July 2009.

Jacque Hanson, the General Manager at the Park Royal Hotel commented: "We are thrilled to have won such a prestigious award, especially one which recognises our team's dedication and commitment to great service. We pride ourselves in the one of a kind customer service we provide at the hotel, and it is wonderful to be rewarded for this".

The Park Royal Hotel recently underwent a £5million refurbishment across its 146 guest bedrooms, 15 conference and meeting rooms and spa to ensure that it exceeds guests expectations in every area.

- 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 - 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

QHOTELS



Hotel Group of the Year  
2008 - 2009

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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 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 17<sup>th</sup> 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](http://www.QHotels.co.uk)

**QHOTELS**



Hotel Group of the Year  
2008 - 2009