



MY QH MAGAZINE

FOR THE PEOPLE OF QHOTEL

WE ARE THE CHAMPIONS

Delivering exceptional customer care

STAR

PERFORMANCE

PPP: Maximising YOUR potential

PLUS:

employee news, views and interview

QH MAGAZINE



Welcome...

Since the launch edition of My QHotels magazine late last year, things have been moving very fast indeed. To our enviable portfolio we are now delighted to welcome two more outstanding hotels: The Cheltenham & Gloucester Chase Hotel in Gloucestershire, and The Westerwood near Glasgow (our first Scottish hotel). A big, warm welcome to everyone!

So on with the second edition of our magazine - and the mix is as before. Across the following pages you'll find the latest QHotels news, plus entertaining and informative stories, interviews and profiles. And details of the latest additions to the QHotels family, of course.

The first-class service we provide makes QHotels shine: we are one of the very best hotel groups in the UK, thanks to the exceptional quality of you, our team. But we can still develop and grow - and, with this in mind, My QHotels magazine also spotlights two major in-house initiatives: Service Champions and our Personal Performance Plans.

Service Champions is the ultimate customer care training programme, involving all QHotels employees - and all the sessions have proved to be rewarding and popular successes. Personal Performance Plans, meanwhile, have been designed to maximise everybody's potential while contributing towards your own - and the group's - business goals.

Remember: My QHotels is YOUR magazine. So if you have any comments, stories or ideas, email the magazine direct (myqhmagazine@qhotels.co.uk) or see your Human Resources team.

Michael Purtil, Managing Director, QHotels - June 2006

NEW TO Q!

Two new hotels have recently been added to the QHotels portfolio: The Cheltenham and Gloucester Chase, and The Westerwood...

THRILL OF THE CHASE

It was known as the Moat House - but now it's been re-named the 'Cheltenham & Gloucester Chase Hotel'. Yet this is just the first of many changes for this beautiful 120-bedroom hotel, nestling in the Cotswold Hills. Set within 15 acres of picturesque parkland, this new member of the QHotels group is set for a massive £3m refurbishment. "It's a very exciting time for us," says Ellie Green, HR Manager at the Chase. "Right from the start, boxes of stationery and QH branded supplies arrived and now the new uniform - the team hasn't stopped buzzing! We are already one of the smartest hotels in the area and with the refurbishment we will wipe the floor with the competition. And now we're going into a very exciting period with the launch of PPPs and the Service Champions programme, there is such a lot happening. We are just waiting for our feet to touch the floor!"

STRIDING INTO SCOTLAND

Taking our first steps into bonny Scotland, The Westerwood is a must-visit for golfers, with its own 18-hole course designed by Seve Ballesteros and top UK course creators, Dave Thomas Ltd. With 100 bedrooms, and a health and leisure club - and located just 20 minutes from Glasgow and Stirling - The Westerwood is also set for a complete refurbishment of all public areas, the leisure club, restaurant and bar. The proposed work also includes the provision of new conference facilities and the addition of further bedrooms. "We have a wonderful team here, it's a fantastic hotel in every way and we're all very proud of it," says Fiona Reid, HR Manager. "Everyone is really keen to take on new challenges and succeed. Being part of the QHotels group will help us develop the Westerwood and take it to the next level."

Credits

Editorial and Publishing Director: Sarah Parvin, Parvin PR
Design: Digitronix Ltd
Editor: Tony Greenway
Writer: Sarah Nuttall
Photography: John Boyes, In Camera Photography and Paul Harness Photography

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