

Mark Scheme (Results)

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Pearson LCCI Level 2

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JM/

4 June 2014

Ms Cara Bennett
Selby Bank plc
45 Bellegrove Way
OXFORD
OX5 2RB

Dear Ms Bennett

SERVICED APARTMENTS

Thank you for your email dated 2 June requesting additional information about our serviced apartments as an alternative to hotel accommodation for your Executive Director.

As you have seen from our website, we offer serviced apartments in many UK cities. In London, we have 2-bedroomed apartments in attractive buildings in:

- Canary Wharf
- Chelsea Harbour
- Covent Garden
- Marylebone

The accommodation is equivalent to that in 5-star hotels (at a lower cost per night) but with space and freedom. There are separate working, relaxing and sleeping areas. There are superb kitchen facilities. Most apartment blocks offer restaurant facilities. Alternatively guests can cook or dine out – we provide details of local restaurants. As your director's wish is for his wife and son to join him during his stay in London, we are confident that a serviced apartment will be preferable to a room in a hotel.

We enclose our information sheet giving further details and would suggest Pineapple Court in Covent Garden as an excellent location for your director and his family for both business and pleasure. We encourage inspection visits. If this is of interest to you, please contact Paulo Ferrari, Manager at Pineapple Court, on 020 7313 6465; he will be happy to make arrangements for such a visit.

Yours sincerely

John Middleton
Operations Manager

Enc
Copy: Paulo Ferrari, Manager, Pineapple Court

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SISKIN PARKWAY GROUP**SERVICED APARTMENTS**

A stay in our serviced apartments can significantly reduce company costs on hotel accommodation. Busy executives can enjoy unrivalled comfort, space and freedom (comparable to a 5-star hotel room) when away from the office, in an apartment with separate working, relaxing and sleeping areas.

1 PRICES

Prices range from £60 to £250 per night dependent upon the size and location of the apartment.

2 FEATURES

All apartments are superbly furnished, have the latest kitchen appliances, high definition TVs and luxury bathrooms. Maid service is included daily with towels and toiletries replaced each day. Other features include:

- high quality Egyptian cotton bed linen
- Wi-Fi
- games console
- restaurant within many apartment blocks
- information on local restaurants
- balconies to larger apartments
- welcome grocery pack

3 GETTING THERE

At all locations we offer a complimentary collect service from mainline stations. Vehicles are the latest people carriers.

4 MEETINGS

Many larger apartments offer space for meetings. Apartments are also ideally suited to executives who want family members to visit or stay overnight – at no extra cost.

For further information and/or to make a booking, contact our Reservations Hotline on 0845 372372 between 0800 and 2000 daily, or you may book through our website: www.siskinparkway.com.

JM/
4 June 2014

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**SISKIN PARKWAY GROUP
EVALUATION FORM**

We value comments on your stay in our serviced apartments. Please complete this form and place in the box at Reception.

Name of apartment block

Arrival date Number of nights stayed

OUR RESERVATIONS HOTLINE

Did we handle your booking satisfactorily? (Please comment below)

.....
.....

YOUR STAY (Please circle responses)

Did we meet high standards of accommodation?	Yes	No	
Furnishings were:	Very good	Acceptable	Poor
Maid service was:	Very good	Acceptable	Poor
Wi-Fi facilities were:	Very good	Acceptable	Poor
Restaurant/dining services were:	Very good	Acceptable	Poor
Welcome grocery pack was:	Very good	Acceptable	Poor

Your name and job title

Company name and address

.....

..... Postcode

Business telephone number Email address

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MEMORANDUM

To Paulo Ferrari, Manager, Pineapple Court
From John Middleton, Operations Manager
Ref JM/
Date 4 June 2014

VISIT TO WAYLANDS SUPERMARKETS

Susannah has arranged for me to meet Richard Formosa, Managing Director of Waylands Supermarkets, in Pall Mall, SW1, on Friday next week, 13 June at 1400. I am hoping you can confirm that there is an apartment available for me for the Friday night. I should be grateful also if you can collect me from Euston Station on Friday morning and drop me off again on Saturday morning for my return journey. Susannah has booked my train tickets as follows:

Friday – Coventry/Euston, depart Coventry 0945, arrive Euston 1048
Saturday – Euston/Coventry, depart Euston 1003, arrive Coventry 1103

The meeting with Richard Formosa is to discuss the required quality of welcome grocery packs. There have been complaints and I must resolve the problems as soon as possible.

Let me know about the apartment, please, as soon as you can.

Additionally, I enclose a copy of my letter to Cara Bennett at Selby Bank. Please follow up and offer her an inspection visit.

Enc

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