

PRESS RELEASE

The Bristol Hotel puts customers first and is awarded WorldHost Recognised Business status

Bristol, 1 April 2015: The Bristol Hotel (www.doylecollection.com/Bristol) has become the latest organisation in the UK and the very first in Bristol to gain national recognition for its commitment to customer service, after being awarded WorldHost Recognised Business status.



Some of The Bristol Hotel team with their WorldHost certificates

WorldHost is a world-class customer service training programme that has already been used to train nearly over 150,000 people in the UK, including tens of thousands of staff and volunteers for the London 2012 Olympic and Paralympic Games.

WorldHost Recognised Business status is awarded to businesses that have trained 50% or more of their front line staff using any of the WorldHost training programmes and signed a commitment to delivering excellent customer service. With over 50% of its customer-facing staff trained to WorldHost standards, The Bristol Hotel has officially become a WorldHost Recognised Business.

On receiving the recognition, Mark Payne, General Manager of The Bristol Hotel, commented: “We are passionate about service standards, a fact that is reflected in the excellent feedback we receive from guests with regard to our staff. We are incredibly proud, therefore, to have achieved WorldHost Recognised Business status; it is further proof to our guests that we have made a commitment to delivering an exceptional experience for them. As a member of Destination Bristol, this is good news for both The Bristol Hotel and the city, as it helps to promote Bristol as a friendly and welcoming tourist destination. ”

The WorldHost programme is being rolled out across the UK by the People 1st Training Company, to help businesses gain a competitive edge and position the nation as a world-class tourist destination. The WorldHost Recognition Certificate is valid for two years and is renewable on

completion of a refresher course. In order to preserve the value of the WorldHost Recognition, the programme may be monitored through impromptu mystery shopper visits.

More information about WorldHost training can be found at www.worldhost.co.uk. More information on The Bristol Hotel can be found online at www.doylecollection.com/Bristol.

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Notes for Editors

The Bristol Hotel is located in the heart of the city, between the historic cobbled Narrow Quay and elegant Queen Square, just a few minutes' walk from major cultural landmarks such as The Bristol Old Vic, Arnolfini, Watershed, SS Great Britain and M Shed, as well as the fabulous new shopping district of Cabot Circus.

The Bristol Hotel has 187 rooms and suites, which are among the largest and most luxurious in the city. All of the rooms have been completely restyled, refurnished and re-equipped in the last few years, with the deluxe rooms and juniors suites having additional luxuries such as media hubs and Nespresso coffee machines.

The Bristol Hotel is housed in a distinctive 1960s building, recognised as a prime example of the Modern architectural movement.

WorldHost customer service training has been used to train over 150,000 people in the UK, including tens of thousands of volunteers and staff at the London 2012 Olympic Games and Paralympics, who were widely praised for the fantastic welcome they gave to visitors.

Originally developed in Canada – widely recognised as the leading global destination for visitor welcome – and adapted for the UK market by the People 1st Training Company (www.people1sttraining.co.uk), the WorldHost programmes provide a gold standard in training for any business that relies on day-to-day interaction with customers for success. All WorldHost trainers are quality assured and are regularly tested to ensure they continue to deliver world-class customer service training.

For more details, hi res images and/or to book a review visit, please contact:

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