

## Accommodation & Hospitality Services pick up yet another award to add to their glittering collection.

**Hospitality Assured** - the standard for service and business excellence.

Accommodation and Hospitality Services achieved accreditation for Hospitality Assured last month. Hospitality Assured is the quality standard created by the Institute of Hospitality specifically for customer-centric businesses.

The success of winning the accreditation supports our view that customers are central to everything we do.

### Our customer promise

You, our customers, are key to everything we do. So, we promise to:

- Deliver a professional and dedicated service
- Act on your feedback to improve our services because your opinion counts
- Be flexible and adaptable to your diverse needs
- Empower our staff to resolve your concerns with the least amount of inconvenience to you.

### Why work towards accreditation?

We wanted to examine our own operation from the customer's perspective to see where quality improvements can be made that will benefit our customers. Hospitality Assured provided a standard for us to achieve and we scored highly against the 10 Step criteria winning the accreditation.

The Hospitality Assured working party led by Kevin McCormick, Sales and Customer Services Manager, worked through the 10 Step accreditation process with staff to ensure we are following a comprehensive customer service programme.

Hospitality Assured were impressed with our customer feedback and service recovery that explored areas where we listened to your views and responded.

We want our customers to talk to us, so we offer as many ways to gather your opinion as possible:

- Telephone contact and email addresses for all of our services
- RT tracker database – this collects our on-line customer comments
- Mystery Shopper – held monthly by our fabulous on campus volunteers
- Customer Comment Cards – collected weekly to respond to your comments
- On-line Customer Survey – held May 2009 to find out what you thought of our hospitality service
- Customer Focus Groups – held last October and March 2010 to find out what students, staff and external visitors thought of our brand and hospitality service.
- Customer Satisfaction forms – we request feedback from our customers after their conference or event.

Your comments help us to find out what level of customer service you want, to develop standards and provide a customer service programme that exceeds your expectations.

### Customer Notice: Open Day Success

We expected to see an increase in visitors to our outlets on Open Day 2010 and organised extra food and drink stations around campus to cater for our extra guests. This included a Pick & Mix lunch box stall outside Parade Bar, a filling station outside the Arts Barn and a BBQ on the main parade that was a sizzling success! We were surprised to find out the increase in customers week on week was 400% Scorchio.... Nothings too hot for us to handle!!

## Recipe

### Thai Chilli Burgers

#### Ingredients:

400g minced pork  
2 Limes  
1 Green chilli / 2 teaspoons of chilli powder  
1/2 Onion, chopped into little pieces  
Garlic, peeled and chopped into little pieces  
1 small chunk of Ginger, peeled and chopped into little pieces  
Lemon  
Egg  
1 slice of bread  
4 Burger buns (not optional, but you can serve the burgers on these)

#### Other info

Serves: 4  
Cooking Level: Medium  
Time to prepare: 45mins  
(half of this is cooking time)



#### NUTRITIONAL INFO

##### PER MEAL

	Calories	321
LOW	Sugars	4.25g
MED	Fat	13.71g
MED	Saturates	4.47g
LOW	Salt	

#### Step 1

Add oil to a frying pan and heat it up over a high heat. Once hot, add the chopped onions, garlic and ginger and fry until brown.

#### Step 2

With a cheese grater, grate the bread into tiny crumbs. Crumble the minced pork into a bowl. The smaller the pieces, the better the burger will stick together.

#### Step 3

Add the breadcrumbs, chopped chilli, egg, then add the onion mix in from the pan. Squeeze the juice of half a lemon in, and chop two limes in half and squeeze the juice from these and mix all together.

#### Step 4

Once everything is mixed together, take a piece of the mix (about the size of your palm) and flatten it into a burger size shape. Keep them fairly chunky, and not too thin - think rustic burgers. Place them in the fridge to set slightly.

#### Step 5

Place the grill tray under the grill while it's heating to get the tray hot. Place the burgers carefully on the pre-heated tray and let them cook for about 10 minutes.

After 10 minutes, they should be starting to turn a nice golden brown colour. Turn them over and put them back in for another 10 minutes. Serve the burgers on buns and enjoy. P.S. they go nice with a dollop of mayo on top-just cools down the fiery taste a little bit!

## Summer Events 2010



Another busy vacation period for the Events team starts with the arrival of EAC summer school on Sunday 27 June – 15 August 2010. EAC are British Council Accredited and are the largest summer school provider in the UK. Over the next 7 weeks we will be welcoming over 2400 students from Hong Kong, Greece, Spain, Russia, Turkey and Italy. For more information about EAC visit [www.eacworld.com](http://www.eacworld.com)



Open University will be arriving on 10 July 2010. We will be hosting 1200 students over 5 weeks. For more information about Open University visit [www.open.ac.uk](http://www.open.ac.uk)

Talk to our Events team about any of the managed events we offer on  
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