



Paten Hotels

Colchester ▪ Stratford upon Avon ▪ Bedford ▪ Portsmouth

PRESS RELEASE

20 June 2007

Paten Hotels achieves top spot in 11 categories in BDRC's latest reports for its continuous customer satisfaction research programme of meeting, conference and events hosts.

Tracked for the first time as a group in Verdict Venue the report concludes that "initial indications are that standards are high in each of the hotels and the overall performance index of 74% is reflected by its performance on individual aspects of service, taking top spot in 11 separate areas."

The Paten Hotels taking part in Venue Verdict are the Langstone Hotel in Portsmouth, The Marks Tey Hotel in Colchester and the Best Western Grosvenor Hotel in Stratford upon Avon.

Mike Padley, Chief Executive of Paten Hotels, was delighted with these first results and said, "these results come after a period of sustained investment in the hotels and in particular the conference & meeting products, combined with the individualism and attention to detail which a small operator can provide to customers."

He added, "The overall satisfaction level of 74% measured at Paten Hotels against an industry average of 61% and the fact that 93% of customers surveyed said they would be likely to recommend Paten Hotels are extremely pleasing whilst the fact that we achieved top place in 11 of the 16 areas in which performance was measured exceeded our expectations."

Some of the areas in which the group achieved top place included overall value for money, understanding the customers objectives, flexibility & responsiveness, technical facilities & support, friendliness & helpfulness of staff and High Speed Internet Access which Paten Hotels includes free for customers in all hotels.

For further information please contact:

Robert Smith

E-mail: robert@patenhotels.co.uk

Telephone: 01206 212315

Notes to Editor:

Paten Hotels own and operate 3 and 4 star hotels with dedicated conference & meeting facilities in Colchester, Portsmouth, Bedford and Stratford Upon Avon with a total of 444 bedrooms, 39 conference and meeting rooms and 2 Lifestyle leisure clubs. The group is a charter partner of the HBAA (Hotel Booking Agents Association) and the Grosvenor Hotel in Stratford Upon Avon is a member of Best Western Hotels.

For further information please contact:

Robert Smith
E-mail: robert@patenhotels.co.uk
Telephone: 01206 212315