



keynote

keyreservations
ISSUE 13

KEY RESERVATIONS AND WESTERN POWER DISTRIBUTION SIGN CONTRACT



Western Power Distribution confirmed the appointment of Key Reservations (Hotels) Ltd as its hotel provider. Western Power Distribution who has its Head Office at Bristol is now booking all its accommodation as well as external meetings and conferences through Key Reservations. Western Power Distribution employs in the region of 2,500 people throughout South West England and South and West Wales and is responsible for delivering power to over 2.5 million customers. Ian Nisbet of Key Reservations is pictured with Kirsty Cockle of Western Power

Distribution at the signing of the contract at WPD's Bristol office. Both Ian and Craig Perkins, MD of Key Reservations, are delighted that Western Power Distribution chose Key Reservations as its dedicated accommodation provider. Western Power Distribution now has a very strict Business Travel Policy in place and has set up, in conjunction with Key Reservations, a list of preferred hotels. Key Reservations has negotiated a number of excellent rates resulting in significant savings for Western Power Distribution.

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www.keyreservations.com



SARAH

Tracy & Sarah join the Key team.
Hi, my name is Sarah. I am 18 years old and I live in the southside of Glasgow with my mum and dad. I have now been working with Key Reservations for four months and I am settling in nicely. It was initially a bit of a challenge getting to know the clients and hotels also my team (lovely people), however, although there are still times I need the expertise of my colleagues, I am now very confident in my job. Thanks to the help of my team and the clients who I must mention have been very helpful throughout my training. Prior to joining Key, I

worked in a Call Centre which has helped me prepare for the large volume of calls passing through Key.

Now after my training I am contacting hotels all over the world. Every day is different at Key and brings new challenges such as having to find a hotel with availability when the city is fully booked. Outside of work I take part in competitive dance. This is great fun and keeps me very busy not to mention keeping me fit. If I'm not dancing I like to spend time with my family, friends and my boyfriend Kane.



TRACY

I really hope to meet a number of you in the months ahead.

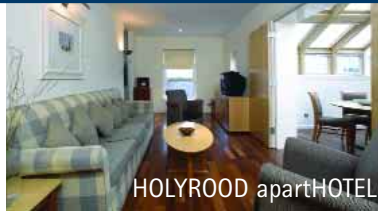
Hi, my name is Tracy and I have been working with Key Reservations for nearly five months now. I am 22 years of age and I live in Cambuslang with my dad. Before Key Reservations I worked in call centres with a couple of different companies. When I left school at 18 I went to study Marine and Freshwater Biology at Napier University in Edinburgh. I always wanted to work with dolphins, however, unfortunately it never worked out and I moved back home. In my spare time I enjoy going out with friends or I sit glued to the TV! I really like my job at Key and find the work very interesting, the staff are a great bunch of people. Other than Marine Biology I have always had an interest in travel and tourism so working at Key is enabling me to find out more about the industry. I am sure I've spoken to most of you by now, however, if I haven't I look forward to speaking with you soon.

THE ROYAL TERRACE HOTEL EDINBURGH INTRODUCES A CONTEMPORARY IMAGE TO ITS GEORGIAN TOWNHOUSE CHARM IN A £3.2 MILLION REFURBISHMENT PROGRAMME.

With the experience in Scotland's hospitality Industry for the last 14 years I am delighted to independently promote the following clients within my portfolio to you, which in my opinion offers a sample of the best in Scottish service, quality and hospitality. Catering for individual and group overnight accommodation requirements, meetings and conferences, incentive and leisure group and company away days:

Rufflets Country House, one of Scotland's oldest established and privately owned Country House Hotels.

Myres Castle is a beautiful, privately owned 16th century castle which guests occupy exclusively.



HOLYROOD apartHOTEL



SUSAN REID
CONSULTANCY

www.susanreid.co.uk

Greywalls, one of Scotland's finest country house hotels set in the stunning rural setting only 30 minutes from the centre of Edinburgh.

The Royal Scots Club situated in one of Edinburgh's finest Georgian streets, Abercromby Place, with country house charm, offering the very best in facilities and service.

HOLYROOD apartHOTEL offering a level of attention and service for guests who appreciate quality, authentic style and genuine courtesy, they offer an entirely different accommodation experience"



Rufflets Country House



Greywalls



The Royal Scots Club



Myres Castle



THE OLD WAVERLEY HOTEL



The Old Waverley Hotel is located on Princes Street at the heart of Scotland's vibrant capital city and is one of the best known and most central hotels in Edinburgh.

Overlooking Princes Street Gardens and the Scott Monument and with views across to Edinburgh Castle, The Old Waverley is the perfect choice for leisure or business travellers.

The Old Waverley has all the modern features together with a sense of traditional Scots' character. The 85 bedrooms have recently been refurbished and feature en-suite bathrooms with power showers, satellite television, WiFi Broadband, tea & coffee making facilities, radio, direct dial telephone, trouser press and in-house movies. The majority of rooms are non-smoking.

43 Princes Street, Edinburgh EH2 2BY

For further details and to make a booking contact Key Reservations on 0141 433 4700

FRASERSUITES
SERVICED RESIDENCES
GLASGOW - SCOTLAND

COMPETITION



Fraser Suites Glasgow reflects the new face of Glasgow, being Scotland's largest serviced apartment complex. 102 luxury 4 star apartments available for one night, short or long stay and are situated within the central Merchant City district, a cosmopolitan area home to many bars, restaurants, museums and theatres. The financial district is only a 10 minute walk, as is Glasgow Central train station. Guests can benefit from a complimentary midweek shuttle service, which covers the city centre.

The well appointed apartments are comprised of studios to 2 bedroom residences, with a spacious and contemporary feel. The A listed building dates from 1855, but modern amenities include a DVD player and Hi Fi, Broadband and a kitchen. Opened recently in October 2004 Fraser Suites Glasgow also features a fitness suite, breakfast lounge, guest lounge and 24 hour reception and concierge.

Many Glaswegians come to the Merchant City in the evenings to party, but by day it is the perfect district to stroll with a coffee, taking in a range of designer boutiques, vintage shops, galleries and al fresco dining in the Italian Centre. Truly a great choice for enjoying Glasgow on business or pleasure. For more details contact Key Reservations.

One lucky reader will win a two nights stay with champagne on arrival for two people in a one bedroom deluxe apartment at Fraser Suites Glasgow. Just email your answers with your name, job title, and company name to sales@keyreservations.com.

- 1 From what decade does Fraser Suites listed building come?
- 2 How many Fraser Suites are there?
- 3 How far is the Financial district from Fraser suites?

CORUS HARPENDEN

Relax in the splendour of this former Georgian convent school, situated in the picturesque town of Harpenden. Special rates for Key Reservations customers - £30 DDR and £130 24 hour rate. For further details and to make a booking contact Key Reservations on 0141 433 4700.



CORUS WARWICK



Modern hotel based around 16th Century Inn, heart of Warwickshire countryside, but with enviable, easy routes to M40 Junc 15, M42 Junc 5 or 6, M6 Junc 4.

A modern, superb conference facility for up to 200, with special rates available from £30 day delegates and £120 24 hour delegates. You can take a virtual tour of the hotel by logging on at rotography.com/coruswarwick



For further details and to make a booking contact Key Reservations on 0141 433 4700.

The Donnington Valley Hotel in Newbury will unveil a £12 million development this summer. This will consist of 111 bedrooms and a brand new exclusive Health Club and Spa. Located minutes from junction 13 of the M4, five minutes from Newbury Racecourse and only five minutes from its sister property, The Vineyard at Stockcross, Donnington Valley with its own 18 hole golf course on site will be the perfect venue for events of all sizes – whether it is a board meeting for 10 delegates, a residential conference for more than 100 people, a corporate golf day or an event with corporate activities.

City Inn, privately owned group of contemporary hotels with properties in London, Bristol, Birmingham and Glasgow, has been awarded "Best Business Hotel Brand 2006" at the annual Business Travel Awards. The awards were held at the Grosvenor House hotel in London in front of an audience of 1300 business travel specialists.

Hotel Update

The Town House Company whose portfolio includes properties such as The Howard, Channings and The Bonham, has purchased the former Royal Scottish Automobile Club in Glasgow and plans to convert the venue into a 109-bedroom luxury hotel to open by the end of 2007.

The Midland Hotel, Manchester has just reopened after a £15 million transformation to restore the property to its original glory. The property has brought the total number of its rooms up to 312 with free wi-fi access throughout.

The Marriott Hotel Cologne opened in January offering 282 rooms and suites and 12 meeting rooms. They also have a ballroom that can accommodate 380 delegates theatre-style. The hotel is centrally located just 200m from the main station.

The Marriott Leicester will open in May 2006. Just minutes from the M1 junction 21, it will provide excellent connections to Leicester and the surrounding area. The meeting facilities will accommodate up to 400 delegates.

In April 2005 Stardon UK, a joint venture company with Starwood Capital Europe & Chardon Hotels, which is operated by well know Glasgow hotelier Maurice Taylor, bought seven Hilton hotels which were rebranded (five to Holiday Inn and two as independent hotels) in October last year and are managed by Chardon Management Ltd – please see this newsletter insert for full details!

Exciting times are ahead for these hotels as they face a major refurbishment programme totalling over £20 million, bringing them back to their former glory and seeing them through the next chapter of their colourful lives – also watch this space for new additions to the well loved 'La Bonne Auberge' family!

FAMILIARISATION VISIT TO THE LAKE DISTRICT



The reservations staff from Key Reservations visited the North Lakes Hotel in Penrith recently. Set just off the M6 - the North Lakes Hotel is a perfect location for northern region training events, and there are plenty of team-building specialists on hand if you wish to incorporate this in to a team meeting. The North Lakes Hotel has 13 meeting rooms catering for up to 200 delegates. North Lakes have teamed up with the fabulous Greystoke Estate to offer you a

great choice of team building activities and events. Just 4 miles from the hotel, Greystoke Castle is set in 3,000 acres of traditional sporting estate and deer park. You can choose from a wide range of activities including Quad Trekking, 4 x 4 Driving, Musket Shooting, Falconry & Flycasting. The team at Key certainly enjoyed their Quad Trekking. Some of the staff from Key and North Lakes are pictured above. For further information please call Key Reservations on 0141 433 4703.

I have been using Key Reservations for over 2 years now, and what a life saver! In a very busy job, it is fantastic to be able to pick up the phone and know you can rely on the friendly and efficient staff at Key to take the strain out of looking for accommodation and meeting room requirements.

I used to spend ages trawling the internet trying to find a suitable hotel and what a difference to my working day to know that this task is just a phone call away.

All the team at Key are extremely helpful, and if we do encounter any problems with the hotels, it is resolved quickly and efficiently. Our regular visits by Ian Nisbet are invaluable in allowing us to discuss the level of service we receive, keep up to date with any changes within Key or in the hotel industry, and allow me to monitor costs, which I wouldn't have time to review so comprehensively otherwise.

I look forward to continuing to build the excellent working relationship with Key Reservations for the foreseeable future.

Sandra Clark
Tullis Russell Papermakers

Forthcoming Events 2006 dates for your diary

Large exhibitions and major conferences can have an impact on room availability and rates. Help Key to plan ahead on your behalf by giving us advance notice of your requirements. Listed below are some forthcoming events taking place between now and the end of this year which may interest you.

BIRMINGHAM

04 – 11 April
16 – 18 May
03 – 04 October
13 – 15 October

IPEX 2006
NEMEX
Call Centre Expo
The National Wedding Show

MANCHESTER

28 – 30 April
17 – 18 May

04 – 07 July

20 – 23 July

28 – 29 October

The Ideal Home Show
The BSA Annual Conference and Financial Services Exhibition
British Association of Dermatologists 86th Annual Meeting
British Open Golf Championship (Royal Liverpool Golf Club)
The UK Wedding Show at G-Mex

EDINBURGH

03 May

13 August – 03 September
14 – 27 August
03 September

10 September

16 September

The Association of Surgeons of Great Britain & Ireland Annual Meeting
Edinburgh Festival
International Film Festival
7th World Congress of the International Hepato-Pancreato Biliary Association
28th International Congress of Clinical Neurophysiology
9th International Conference on Dendritic Cells

GLASGOW

01 – 05 April
24 – 27 April
20 – 22 May
15 – 18 July

03 – 05 September

European Congress of Endocrinology
British Cardiac Society
Fishing 2006/Aquaculture International Congress of the ERA/EDTA – European Renal Association
10th European Federation of Neurological Societies Congress
British Crop Protection
International Conference on Drug Therapy in HIV

LONDON

09 – 11 May
22 – 27 May
26 June – 09 July
29 September – 01 October
06 – 09 November

Internet World 06
Chelsea Flower Show
Wimbledon
The National Wedding Show
World Travel Market



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