



keynote

keyreservations
ISSUE 9

KEY RESERVATIONS AND WEIR GROUP SIGN £1.2 MILLION PARTNERSHIP



On the 9th October 2003 The Weir Group confirmed the appointment of Key Reservations (Hotels) Ltd as their global provider. The Weir Group who has their Head Office at Cathcart, near Glasgow is now booking all their worldwide accommodation as well as external meetings and conferences through Key Reservations. The Weir Group employs just under 8,000 people worldwide across five divisions, in closely aligned, independently successful companies, each with leading brand name products in their own sectors. Ian Nisbet and Craig Perkins recently attended the official contract signing ceremony at the Weir Valves and Controls Division at Huddersfield. Both Ian and Craig are delighted that The Weir Group chose Key Reservations as their dedicated accommodation provider. The Weir Group now has a very strict Business Travel Policy in place and has set up in conjunction with Key Reservations, a list of preferred hotels around the world. Key Reservations has negotiated a number of excellent rates resulting in significant savings for The Weir Group.

In this issue

- Who's Who at Key
- Hotel update
- Competition
- Educational visit



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Back row left to right: Gerry Pentleton (Expense Reduction Analysts); Fraser Sim (Weir Group Commodity Manager - Business Services); Mark Taylor (Weir Group Divisional Purchasing Director); Front row left to right: Ian Nisbet (Sales Director Key Reservations); Tony Morgan (Weir Group Divisional Managing Director); Craig Perkins (Managing Director Key Reservations)

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LINSEY MORRISON

I'm Linsey and I started with Key Reservations four months ago. When I first joined I thought it would take forever to learn how to take and make the many bookings we receive every day, however, even

although there are still times I need the expertise of my colleagues, I am now very confident in my job. Every day is different at Key and brings new challenges such as having to find a hotel with rooms in a town that's already fully booked or making reservations directly with foreign hotels where some staff speak very limited English. The best I can do at present is *bonjour monsieur!* and *hola amigo!* I am, however, pleased to say that I intend to overcome my language barrier by learning to tackle French first, as I have recently returned from a Disneyland Paris holiday and I would like to return next year with a better understanding of what all the French Disney characters are saying! Apart from broadening my knowledge of foreign

languages, I also take part in fundraising events for the cystic fibrosis Trust and have recently risked my life (well at least a couple of broken bones!) by absailing down the crane that resides at the river Clyde near the S.E.C.C. to raise funds for this very worthwhile cause.

I feel I have landed on my feet when I secured this job at Key as I work with a great bunch of people. I have also made some good friends and have even had the privilege of being invited to a Robbie Williams concert courtesy of Elona McLean who worked really hard to win tickets for the majority of us at Key. Our next challenge is to win tickets for the Justin Timberlake concert in January, well worth working hard for I'm sure you'll agree!

“ I started using Key Reservations around 2 years ago and I'm really glad I did, I can now spend more time dealing with other things knowing that my reservations are being handled by a professional team. I never have to worry, in fact Key Reservations are the best. Part of my job is booking hotels all over the world for a very busy Engineering Team, in some of the smallest places on the map. Key have always come up triumphant. They are friendly and can take a laugh, (in my job you have to laugh as the pressure is on all the time), and its good to be able to share a moment with a friendly voice on the other end. So hats off to you guys, and thanks for looking after me. ”

Jo Doctor



Rolls-Royce



Competition

The Carlton George Hotel is Glasgow's premiere boutique hotel. Every aspect has been designed with vision and an intrinsic understanding of guest requirements.

The 64 bedrooms are furnished to perfection and include a fax machine, modem point, towelling robe, slippers, complimentary mini bar and decanters in addition to everything else you would expect from a hotel of this standard.

As part of the hotel's focus on attention to detail a new concept has been introduced for Lady Business Travellers – a kit comprising of GHD Hair Straighteners, a power hairdryer, a chick lit book and a Neal's Yard sample kit – all delivered to the room in a stylish case and returned to reception on departure. (available Mon-Thur)

There is an Executive Lounge for residents which, with the open fire and complimentary bar make it the ideal place to relax after a hectic day.

Look across the city from Glasgow's only rooftop restaurant – Windows, where the view is only surpassed by the food, which is created with the finest Scottish produce.

The hotel's city centre location is enviable, being in the heart of the commercial district for the corporate traveller and ideally placed for shopping and culture for those enjoying a relaxing break.

This combination creates a superb hotel but it is the service, attention to detail and individual touches at The Carlton George, which truly sets it apart.

To promote the Lady Business Traveller Kit – we are offering you the chance to win a pair of GHD Hair Straighteners and a Neal's Yard Gift Set – simply email your entries to sales@keyreservations.com by 30/11/03.



QUESTIONS:

1. How many bedrooms does the Carlton George Hotel have?
2. What is the name of the rooftop restaurant at the Carlton George?

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City Inn Westminster Visit

Ian at Key Reservations has just returned from staying at the largest new-build hotel in Central London for the last 30 years. This new £50 million 460 bedroom hotel in the heart of London which opened its doors in September represents the fourth major investment by City Inn. The City Inn is less than 200 metres from the entrance to the Houses of Parliament and is a five minute walk from Westminster and Pimlico underground stations. Waterloo and Victoria Rail Stations are only five minutes away by taxi.

This modern contemporary new-build hotel offers comfort and style with well appointed and spacious queen bedded guest rooms and stunning public areas. A unique feature is 'Side Street' created by

Susanna Heron, one of the UK's most innovative artists and the capital's first ever street conceived as a work of art.

All bedrooms feature CD player, LCD flat screen television, Satellite TV, DVD player with complimentary library, Mini bar, Laptop safe, Broadband internet access, Voice mail, Executive desk, Iron and ironing board, Hairdryer, Tea/coffee making facilities, Walk-in power shower, Mist free mirrors, Luxury cotton bathrobe, Bespoke toiletries, 24 hour room service, King sized duvets and Air conditioning. There is also a Fitness suite including cardiovascular equipment, Stylish Millbank Lounge, City Café Restaurant offering Alfresco dining as well as Meeting and Private Dining facilities. The City Inn Sky Lounge which is available for private dining has panoramic windows with stunning views over London's landmarks.

For further details just give the Key Reservations team a call on 0141 433 4700.

Hotel Update

The Old Course Hotel, Golf Resort & Spa, St Andrews has been upgraded to the coveted status of five red stars and enters the Top 200 hotels across the UK and Ireland as judged by the AA's Hotel Guide 2004. Just three hotels in Scotland entered the elite Five Red Stars category – the Old Course Hotel achieving this award for the first time. Each hotel is graded from one to five stars for the quality and range of its services and facilities and the Old Course Hotel has enjoyed five black stars for many years. But it is red stars that set the best apart awarded as they are, for outstanding levels of comfort,

quality, cleanliness and customer care. The top 200 hotels in the UK and Ireland all hold the red stars status but only 31 have five – the Old Course Hotel now being one of these elite.

The Vermilion fine dining restaurant at The Scotsman Hotel in Edinburgh has been awarded two AA Rosettes in the 2004 edition of the AA Good restaurant guide.

Marina Restaurant opens at De Vere Cameron House. The Marina Restaurant and Bar, an informal brasserie with al fresco dining, offers diners at De Vere Cameron

House a choice of three dining experiences. Once 'Breakers Bar' it has been transformed following a £500,000 refurbishment. Situated on the shores of Loch Lomond, with spectacular views across the water towards the Highlands beyond, the Marina Restaurant and Bar is a stylish and contemporary space centred around an open kitchen area with a wood burning oven. Added to the hotel's superb award winning Georgian Room with three AA Rosettes and the more family-friendly Smolletts Restaurant, it completes the spectrum of gastronomic experience offered by the five-star resort.

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