

News release from Cotels serviced Apartments 19th Nov. 2018

Cotels Serviced Apartments have brought the Guest Experience to the top of their agenda

As part of Cotels' business strategy to continuously improve the guest experience we have created the role of 'Guest Experience Manager'. This role is dedicated to ensuring the delivery of consistently high standards throughout the Cotels' portfolio. The Guest Experience Manager will be responsible for; Housekeeping, Maintenance, Standards, Compliance, Accreditation and the Satisfaction Survey & Guest Feedback.

Into this role we welcome Diane Mason who joined us on the 6th November and will be spending her first couple of months reviewing all aspects of our operation. Diane has extensive experience in senior management roles as Head of Estates & Facilities for HEART Academies Trust and Operations and Services Manager for The Saxon Clinic, a leading private hospital in Milton Keynes. Marcia Gomez – Cotels MD says; 'We are very excited to have Diane on the team; she brings a huge breadth of skills and competencies and is going to be a fantastic asset to Cotels.'

The new Guest Experience Manager role is part of a broader restructure at Cotels which includes the creation of a Guest Relations Team, headed by Sonya Hawkins as Director of Guest Relations. Sonya has been a loyal member of the team for nine years and was the ideal person to head up this front line role. Guest Relations will be responsible for reception and reservations; with Sonya continuing to look after corporate accounts and agents.

Guest Relations will be augmented with new Guest Relations Executives who will manage the guest journey from initial enquiry to check out. These new roles will be fully operational in January 2019.

Marcia Gomez Cotels MD said " Our reception in 7Zero1 has been incredibly popular with our guests; and these new roles are the next phase in ensuring that Cotels remains the first choice for business guests who are staying for extended periods in Milton Keynes, Northampton and Luton.'

Notes to editor

About Cotels Serviced Apartments

Established in 1997, Cotels Serviced Apartments was the first serviced apartment offering in Milton Keynes.

The company, which is also an accredited member of The ASAP (The Association of Serviced Apartment Providers) manages over 70 apartments across three of the UK's fastest growing business destinations; Milton Keynes, Northampton and Luton.

Its ethos is focused on creating a home-from-home experience that allows for the perfect balance of business and leisure travel.

Quality customer service is paramount to the Cotels experience. The team is committed to maintaining the highest possible standards to ensure that guests enjoy a seamless, stress-free and tailor-made experience.

www.cotels.co.uk