

THE ROLE OF UFFORD PARK WOODBRIDGE

The policy at Ufford Park is to provide the highest standard of service possible in all areas, to meet revenue targets and maintain costs in line with departmental budgets. We therefore expect all of our employees to contribute as fully as possible to the work in and around their departments, applying skills, knowledge and effort to the best of their abilities, taking advantage of all upselling and cross selling opportunities fully. In return the hotel will offer fair conditions of employment, a pleasant working environment and opportunities to develop, and to receive recognition for any achievement above the normal standards.

How the Organisation Communicates

Ufford Park holds regular Heads of Department (HOD) meetings where the discussion is formal, round an agenda as follows:

- Weekly update of the complex as a whole
- Comparison of previous weeks' figures against budget.
- Each HOD must report & bring to light any issues from their departments.
- There are specific revenue driver meetings for:
 - Accommodation – Weekly
 - Food – 2 - Weekly
 - Golf – Monthly
 - Functions - Monthly
- Staff Newsletter communicates monthly to staff

How Ufford Park Promotes Equal Opportunities

Ufford Park has always held a policy of employment with an open mind, to fill all vacancies. The hotel's equal opportunities policy can be found in the Staff Handbook.

How Ufford Park Focuses On Customer Service

Customer service is built on the feedback we receive from our guests, which is then re-focused all the way from individual staff appraisals through our communication service onto the manager and finally on to the managing director of the company.