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From: [redacted] on behalf of Pubs Consultation Responses
Sent: 20 June 2013 11:14
To: Pubs Consultation Responses
Subject: FW: Government Consultation Pub Companies and Tenants April 2013

Consumer & Markets | Consumer & Competition Policy | Department for Business,
 Innovation & Skills | [redacted] | T:+44 (0) 20 [redacted] | www.bis.gov.uk

The Department for Business, Innovation and Skills (BIS) is making a difference by supporting sustained growth and higher skills across the economy. BIS: working together for growth

From: [redacted]@bis.gov.uk]
Sent: 06 June 2013 14:22
To: Enquiry Enquirv (Other Government Departments)
Cc:
Subject: Government Consultation Pub Companies and Tenants April 2013

For the Attention of Vince Cable

I would like to take this opportunity to say that the service provided by Punch Taverns in support of our [redacted] has been excellent.

We are given support in the below areas:-

- 1 Point of sale and marketing ideas to increase our trade, we were also allocated our own Launch Manager when we decided to refurbish the pub who supported us from the pre start meetings to the opening of the pub, she is still available to help whenever we need it
- 2 They provide an excellent online ordering system, which allows us to place orders when it is suitable for ourselves. It is also very useful having a lot useful tools 'under one roof' ie the ordering system, brulines accounts, marketing as well as all the available promotions etc etc.
- 3 They provide a landline number for support instead of the more expensive 0845 and 0844 numbers provided from the other pubs companies
- 4 Our Partnership Development Manager, is always available to support us with any / all issues in relation to our pub. It is also of great benefit that our PDM has enough authority to make decisions and negotiations – rather than having to always seek authority / 'go aheads' from elsewhere; an efficient 'one-stop-shop'.

Regards

05/12/2013

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