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From: /
Sent: 12 June 2013 13:05
To: Enquiry Enquiry (Other Government Departments); I
Subject: re Pub Company Tenants

To Whom it May Concern,

I am writing to you as I have now been a tenant of the Punch Taverns group for nearly 4 years, during this time I have seen my Business Development Manager every 2 months, but also know that should I need to speak to him he is only a phone call away.

I would also like to add that everything that Punch have said they will do for me ie: refurbishment in the bar area, new cellar cooling system, also the front of the building refurbished, have been completed and within the allotted time frame.

I can also say without hesitation that the staff in the contact centre go above and beyond to assist in any matters that arise even down to contacting outside agencies.

Having worked within the public house trade for over 30 years now, I have always been of the opinion that working behind the bar is not a job but a way of life that is not suited to every one.

I would recommend Punch Taverns to anyone looking at entering into this rewarding trade as their aftercare and ongoing assistance is first rate.

(Licencee)

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