

From: [REDACTED] o.uk]
Sent: 03 June 2013 19:42
To: Enquiry Enquiry (Other Government Departments)
Cc: rehman.chishti.mp@parlimament.uk
Subject: FW: Government Consultation Pub Companies and Tenants -

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During my time at the [REDACTED] I have found that Punch Taverns have tried to help us as much as possible with promotional selections of beers, wines and spirits etc through road shows which are held every year which we always attend, because it caters for all aspects of the pub and catering trade.

Although this is helpful to this pub, we still face the constant battle of the supermarkets under cutting each other on their ridiculously low alcohol prices. In addition we have very high business rates, alongside VAT and the new gaming duty that has come in to affect . These are some of the main things that are crippling the pub industry.

The relationship between myself and [REDACTED] : my BRM has always been very good as we always work together as a team. I have always found [REDACTED] to be very helpful now and in the past.

Punch Taverns also offer an online buying club which makes ordering very easy and advertises all promotional goods which enables us to make the most out of our order.

Also Punch make use of a mystery visitor, which involves two people who visit your establishment at any time to assess the initial welcoming, food and drink service and overall layout etc which helps us to see how our staff are operating after we have trained them. By devising an action plan with [REDACTED] following our first mystery visit, we were able to attain an overall score of 100% following the second visit.

We get good support from our suppliers. Our main supplier Heineken have introduced a points system where at the end you receive a catalogue of various gifts which last year turned out to

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be very successful for us.

I trust that you will take my points into consideration

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