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From: [REDACTED]
Sent: 19 June 2013 16:19
To: Pubs Consultation Responses
Subject: FW: punch taverns

/ | Consumer & Markets | Consumer & Competition Policy | Department for Business, Innovation & Skills |

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]
Sent: 06 June 2013 19:57
To: Enquiry Enquiry (Other Government Departments)
Cc:
Subject: punch taverns

Dear Sirs

Twenty years ago, I became Landlord of the [REDACTED] Public House in [REDACTED]. When I acquired this house, it had been run down and very old fashioned – the Regional Brewery(ward's brewery) at the time helped me to renovate it, and we opened the new [REDACTED]

Since then, the Regional Brewery sold to Pub Master, who subsequently sold to Punch.

Punch were (excuse the pun) a little hit and miss in the early days – however, over the years their administration has vastly improved, to the point that today, I cannot sing their praises highly enough. As a company, they are now consistently excellent. Any training courses that you could possibly need are on offer. I feel I can ask them for help in anything and they're always willing and happy to assist me. I wanted some new menu's for food and they got the design and print sorted, any repairs to my property are sorted instantly, no matter how big or small. My relationship with Punch today, and particularly my area manager(what we used to call them), could not be better.

Please do not hesitate to contact me on this email address should you require any further information.

Regards

Landlord

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05/12/2013