



## MARLOW HOTEL IN RUNNING FOR TOP BUSINESS AWARD

An impressive Marlow hotel will line up alongside some of the country's most successful companies as it competes for a leading national award.

The MacDonald Compleat Angler, on Bisham Road, has picked up the regional Award for Excellence in Customer Service in the South East, sponsored by AXA PPP healthcare.

The company is now a finalist in its category for the UK title in the Chamber Awards hosted by the British Chambers of Commerce, which were created to celebrate the UK's most successful businesses.

John Longworth, Director General of the British Chambers of Commerce, said: "The health of the UK's economy relies upon the confidence of our businesses to grow, invest and create jobs. That's why the British Chambers of Commerce has been working hard to ensure government makes good on its promises to encourage enterprise, and do everything in its power to help businesses grow.

"All the good things we want to see in society depend on business and wealth creation. These awards provide a snapshot of some of the most impressive companies from across the country. Many of these business owners are working day in day out to build upon the companies they have built from scratch, creating jobs in local communities, and contributing to the economic recovery we so desperately need. We're delighted to be able to celebrate the success of these companies through the Chamber Awards."

The hotel has already achieved the coveted red star status from the AA, making it one of the top 200 hotels in the UK and Ireland. In 2010, it enrolled its entire guest-facing staff on the NVQ Level 2 in Customer Service and all department heads were trained to implement the course. Since then 30 staff have achieved the NVQ and all team members were awarded their Commitment to Excellence badge and certificate. The business also has a policy of actively sharing positive feedback with all staff and celebrating success in Quarterly Communications Meetings.

Having won a regional award, The Macdonald Compleat Angler is now in the running for the national title in its category, as well as the chance to collect the **Award for Outstanding Business Achievement** - with a top prize of **£25,000** and runner up prizes of **£15,000** and **£10,000**.

There are nine categories, backed by high profile sponsors including RBS and NatWest, BT Business, BT Directories, Dell, DHL Express, the British Standards Institution (BSI), AXA PPP healthcare and Westfield Health. The national winners will be announced at a ceremony at London's Grand Connaught Rooms on November 24th 2011.

**ENDS**

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**Notes to editors:**

The British Chambers of Commerce (BCC) is the national voice of local business.

The BCC sits at the heart of a powerful nationwide network of Accredited Chambers of Commerce, serving over **100,000 businesses** across the UK, which **employ over five million people**.

For more information visit: **[www.britishchambers.org.uk](http://www.britishchambers.org.uk)**

There are nine categories in the annual Chamber Awards. Most Promising New Business, sponsored by BT Business, Entrepreneur of the Year, sponsored by BT Directories, Business of the Year, sponsored by Westfield Health, Innovation Through Technology, sponsored by Dell, Achievement in International Business, sponsored by DHL Express, The Sustainability Award, sponsored by the British Standards Institution (BSI), Excellence in Customer Service, sponsored by AXA PPP healthcare, Excellence in People Development, sponsored by Composite Legal Expenses and Finding New International Markets, sponsored by RBS and NatWest. The Award for Outstanding Business Achievement, sponsored by RBS and NatWest, is awarded to the overall winner, selected from any category.