



The Midlands, Wales & South West Region Christmas Bulletin 2016



UKHA Christmas Ball 2016

An absolutely fabulous Christmas Ball held at the Sheraton Grand on the 17th December. In excess of 300 people enjoyed the delights of the evening which was hosted by the London region. A truly magnificent event acknowledged by Lorraine Dale our National Chair as bringing 2016 to a close with plans, ideas and projects bubbling in readiness for 2017.

Lorraine expressed sincere gratitude to sponsors, members and the London Committee for their endeavours in making not only the evening but the past year a huge success.



Concierge Apprenticeship Scheme Launched

Cameron House, the 5* hotel in Scotland's Loch Lomond, has launched what it claims to be Scotland's first ever concierge apprenticeship scheme.

Running over the course of 3 years, the apprenticeship will educate the trainee in the day-to-day supervision of the hotel's concierge department, as well as grant access to a range of operational areas throughout the property.

The apprenticeship will be mentored by Alan Grimes, who has been in the industry for 30 years. He says "This new initiative is testament to our commitment to retaining an exceptional level of customer service that is both approachable and personable and after 30 years I want to be able to give back and the apprenticeship scheme gives me the opportunity to do that".



The Red Carnation Hotel Collection has added to its sustainability credentials by partnering with Clean Conscience – a not-for-profit organisation whose mission it is to recover, repurpose and reuse as many hotel soaps and toiletries as possible, redistributing them to benefit those most in need of hygiene.

In an extension of the initiative, each Red Carnation hotel is now working with Clean Conscience to re-use old mattresses, linen, duvets, towels and curtains. All of the linen is collected from each property by the Clean Conscience team and has been sent to Sierra Leone and donated to various women's refuges.

Jonathon Raggett – Managing Director said "We are very excited to partner with Clean Conscience to further our commitment to reducing waste in our hotels and together we give back to those people in society who need it most".

Warning over 'self-combusting' tea towels that 'burn hotels to the ground'

Hoteliers have been warned of "self-combusting" tea towels after a spate of catastrophic fires has seen hotels, pubs and restaurants "burnt to the ground".

The warning comes from commercial insurer NFU Mutual, which claims the self-combusting tea towel phenomenon occurs when remains of oil and fat contaminate fabrics made of natural fibres.

The reaction is believed to be even more likely when combined with heat such as that from tumble drying – especially when removed from the dryer and left in a pile, which offers "perfect conditions" of thermal insulation for the heat to thrive – and also if left near a heat source.

Oxidising detergent chemicals such as peroxide in stain remover can also cause the chemical oxidising reaction, with or without heat, NFU said. He added an unsuspecting mistake could put staff members in danger and cost a hotelier thousands of pounds if a fire were to start.

To try and prevent the issue, NFU advises hoteliers to wash tea towels at high temperatures to try to ensure that oils are completely removed. The Wheatsheaf Inn in Rutland suffered severe fire and smoke damage after a blaze was caused by self-combusting tea towels. After interrupting the tumble-drying cycle of tea towels the tenant left a number of very warm tea towels in the bottom of the dryer drum, said NFU. The first floor was ablaze 90 minutes later and the public house was masked in smoke, resulting in the business being closed for over six months.