

THE
ROYAL
HOTEL

Monday 3rd December 2012

Dear Sirs,

Divine Inns, as owners of The Royal Hotel, have worked with Secure Services (UK) Ltd for some 10 years. They have been solely responsible for the security of our venue at weekends and on any occasion where there has been the need to secure the safety of our patrons and premises. They have done so with a professionalism and diligence that has enabled us to maintain a good reputation which has been essential to us staying as successful as we have.

Record keeping has always been excellent. Detailed information about incidents, accidents and recommendations on operational improvements pertaining to security have been invaluable. They have enabled us to respond and react to situations as responsibly and quickly as possible and are a reflection of the companies commitment to due diligence.

Customers and staff have always been treated with the utmost respect by Secure Services representatives and having familiar staff that know the customers and the premises has been beneficial to all concerned. Appearance has always been reflective of the image that we hope to portray and Secure services have also sensitively ensured that this is also reflected in the clientele who are permitted access to the venue.

When there have been incidences of confrontations on the premises, they have always been dealt with swiftly and effectively. Situations are diffused to avoid any potential effect to other patrons or to the ambience within the venue.

We have always been more than happy with the service that we have received from Secure Services (UK) Ltd and we hope to continue to work with them into the future.

Sharon Harvey



Divine Inns Ltd - The Royal Hotel