

Park Inn Peterborough



This development is the first of several planned Park Inn hotels by the Heritage Group to be built across the United Kingdom and is located within view of the impressive Peterborough Cathedral, as well as adjacent to the lively café and restaurant area of the town. The Park Inn concept, successfully developed across Europe, blends bright and colourful bedrooms with welcoming, functional lounge areas, aimed at both the professional and leisure guest markets.

This design-and-build project was completed on time and on budget by Speymill Contracts Limited who appointed Q\DOS to deliver the telecoms solution, as well as securing their project management expertise to co-ordinate the high specification IT and Guest Internet requirements.

Park Inn hotels offer clean and comfortable rooms, with an affordable hotel experience supported by genuinely friendly staff to ensure your stay is to your complete satisfaction. There are fresh, bright hotel bedrooms offering the latest technology in the form of WiFi, Broadband and flat screen TV's. In addition to standard rooms, the Park Inn at Peterborough offers larger, fully equipped suites, with sofa beds and secondary flat screen TV's in a comfortable living area. The public area facilities offer WiFi and broadband, there is an exclusive IT station adjacent to the bar and PC and printer for business or personal use. The hotel also offers three fully functional, state-of-the-art Meeting Rooms.

Heritage London & Hanover UK Ltd was formed in 2003 and have thus far developed the Purple Hotels brand for The Real Hotel Company. The first opened at Braintree in 2007 and the second was at Glasgow Airport in 2008. The

Park Inn Peterborough is the initial Rezidor brand hotel for Heritage London & Hanover, with the Park Inn Rotherham under construction and the third planned for Edinburgh airport.

Speymill Contracts Ltd were contracted to refurbish an existing office block building, known as Telephone House in Peterborough, and commenced on site early in 2008. As a design-and-build project, Speymill had also included a Fixtures, Fittings & Equipment (FF&E) package within the contract.

"Our contract with Heritage was comprehensive with regards the fit out," explains Robert Stevens, FF&E Business Manager at Speymill Contracts Ltd. "The FF&E included all bedrooms and public areas, external and internal signage, the back-of-house areas, right down to the OPE and basic stock. Although the Park Inn brand is well established in Europe, it was evident that for Peterborough, our client wanted to develop a unique hotel with regards design, whilst having to conform to the parameters of the building layout. Therefore, we adhered to the aspirations of the brand standards whilst interpreting the brief from the client to ensure both parties would accept the end product. I believe that this was accomplished and, in many ways surpassed.

"Due to an incredibly high specification for the Telephony and IT for the Park Inn brand, as well as the demographic of the target market that Rezidor hotels attract, the client requested a telephone system which could deliver with confidence a range of advanced functions."

Each of the 115-bedrooms and all public areas, as well as back-of-house areas had to be catered for to the extremely high specification for modern hotels. Basic ACD functionality for room service, one-touch service, reservations, etc with queue announcement and music-on-hold are required to avoid guests getting a busy tone.

"In order to meet the requirements stipulated by the brand standards," Robert Stevens continued: "Q\DOS installed a Nortel Meridian 1 (11C) telephone system, integrated with Micros Property Management System, Tiger Voicemail and Tiger Call Logging systems. Q\DOS also included the very latest Telematrix bedroom handsets, and Nortel digital cordless (DECT) throughout."

"Not only did Q\DOS supply a fully compliant, comprehensive system for the hotel, designed to our specific budget, and the brand standards, it was their additional project management of the implementation and integration of the IT systems that added extra value to the relationship. Due to the fact that we were working in partnership with Rezidor, as well as the General Manager and his operations team, it was imperative that Q\DOS manage the telephony and IT developments with efficiency, clarity and integrity.

"We had to trust Q\DOS to design, procure, project manage and complete this vital area. Simon Catterick and his Q\DOS team were enabled to act on our behalf, to negotiate with other sub-contractors and to develop both telephone and IT systems, whilst working closely with Rezidor and the M&E contractor. With the support and expertise provided to us by Q\DOS, the project was able to complete on time, within budget and to the full satisfaction of our client."



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