



WHAT OUR CLIENTS SAY

Danubius Hotel

Regents Park in St John's Wood, London, is a four star hotel with more than 360 bedrooms and noted for its proximity to Lord's Cricket Ground. Being close to major transport hubs and the West End, the hotel is popular with leisure and business travellers alike.

Although the hotel is part of larger group, owned by Hungarian based Danubius Hotel and Spa plc, it has a large degree of autonomy in the way it operates.

The hotel employs 130 staff and as Steven Van Herwijnen, General Manager, comments: "It's the nature of the hospitality industry that there is a relatively high proportion of part time and temporary staff and in a 24/7 business like this it can be management intensive. We are so busy with managing the day to day business, we felt we would benefit from expert support with the more challenging issues."

The hotel therefore sought an external partner for support with the more complex employment law and HR challenges. Steven continues: "We met several potential providers but Ellis Whittam impressed most. Not only are their Employment Law Advisers legally qualified to the highest



"We never make it easy for EW. We set extremely high standards for all our suppliers and Ellis Whittam always surpass our expectations."

*Steven Van Herwijnen,
General Manager*

levels, they assigned us a personal adviser so there is real continuity, unlike dealing with a call centre. We have built up an excellent relationship."

Naturally, in a customer service environment, protecting the health, safety and wellbeing of employees and guests is an absolute top priority. So when Danubius decided to bring in additional support for this aspect too, Ellis Whittam seemed the obvious choice.

Steven comments: "We didn't just take the easy option when selecting EW for our health and safety

support. They still had to show that their service was a cut above. What made up our minds was their thoroughness, their hands on approach and the fact that they have so much belief in their own quality of service that they act as our Competent Person."

Steven concludes: "We have been so impressed that we had no hesitation in recently renewing our agreement with Ellis Whittam!"



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