



31st May 2016

To Whom It May Concern

Re: Summer 2016 Accommodation Overall targets

At TUI UK & Ireland it's really important to us that our customers see our brands as offering great value, peace of mind and exceptional holiday experiences that truly meet their expectations. Having great products is an important part in delivering and exceeding these expectations. With this in mind, our accommodation portfolio is carefully selected so we can offer tailored holiday experiences, designed to meet our customer needs.

Our Customer Satisfaction Questionnaires (CSQs) allow us to monitor customer feedback on every aspect of their holiday. We know from experience that our customers highly value these results when choosing their next holiday - that's why we share this information with them in our brochures and online.

With the above in mind, please find below your Accommodation Overall target for summer 2016.

Accommodation Name	Accommodation Overall Target
Summer Hotel	9.50

CSQ reporting

Please note that the targets reported against on our csq reporting website are the top line brand/T rating targets. For example, the overall target for all Thomson 4T units etc. Each hotel's target has been set taking into account last summer's actuals (where applicable) so may differ from the overall brand target in our csq reporting website. Therefore, it is important to measure your results against the target set above.

The 2016 Gold Award criteria will shortly follow.

I would like to encourage all our partners who have been working on the resolution of Health and Safety defects to continue placing focus on this area. Health and Safety will also be factored in as part of the Gold Award qualification criteria going forward.

Many thanks in advance for all your continued support and cooperation in ensuring our mutual customers have a fantastic holiday.

On behalf of everyone here at TUI UK & Ireland I would like to take this opportunity to wish you all a very successful summer 2016!

Yours sincerely,
Paula Sullivan
Quality Assurance Manager
TUI UK & Ireland