



Dear Hotel Guest

It's hard to believe we are already through the first quarter of 2013! During this period, we've seen many guests enjoying the Jet Park Hotel experience, and we regularly receive great feedback. Please feel free to comment by filling out the Guest Comment Card in your room - we welcome all feedback!

With the school holidays fast approaching, you may be considering travelling - either locally or overseas. We cater for families and couples alike with facilities and services tailored for you. We pride ourselves on genuine, caring, efficient service and superb facilities. Read on below for our latest news plus a great prize competition, just by LIKING US on Facebook (see opposite).

Till next time, we wish you happy travels and good health!

The Jet Park Hotel Team

Meet Our Reservations & Front Office Managers

Jet Park Hotel prides itself on offering outstanding "family feel" and efficient service. Next to our customers, our team is without a doubt the most important aspect of our Hotel. Our Reservations and Front Office Manager are such vital team members. Janelle McClintock is our Reservations Manager who takes everything in her stride, and nothing is a problem. Guests regularly comment on the entire Reservations team "going beyond the call of duty".

One such example is that recently four guests arrived to stay the night. Unfortunately we were fully booked, as was all of Auckland! Janelle personally found the guests accommodation in Pukekohe (approximately 40 kms south of Auckland) and then drove them down, and picked them up in the morning. That's what I call customer service!

Milind Patil is the "face" behind our comments to guests that post feedback on Trip Advisor. Milind is



From left: Janelle (Reservations Manager), Niluka (Reservations Agent), Inez (Telephonist/Reservations Agent)

very customer focussed, quietly confident and totally professional. You could say he "leads by example". As an active member of ARDENZ (Association of Rooms Division Executives of New Zealand), Milind keeps up-to-date with the latest trends in the industry.

All of our Front Office staff are Reservations trained, so you know you can get assistance 24-7!

Flexible Range Of Menus To Suit Everyone

We have a great range of menus to suit, whether you're after a 'breakfast to go', continental or full cooked breakfast, lunch or a-la-carte, bar snacks, late night, or kid's menus. Treat yourself and experience exceptional dining in our award-winning Restaurant. A full range of Menus and Dine times can be found in your room compendium.



Family Suites In Time For School Holidays

Our tailor-made Family Suites, cater for mum and dad, plus up to 4 kids in a two-room interconnecting suite. These Suites cover over 70 square metres of space (which is more than our Apartments!) and feature kid friendly linen and cushions, toy box with age appropriate toys, kid's TV channel - Nickelodeon, CD player with CDs including kid's music, permanent baby bath and extra towels, and of course, cots are free of charge. Parents get to enjoy the privacy of their own luxurious room, with a separate dining/lounge area and kitchenette.



Family Suites are just \$279 per Suite

April - May 2013

WIN A Night for 2 in a Deluxe Room

Just **LIKE US** on Facebook during **APRIL** and you will automatically be in the draw to win a night for 2 in one of our luxurious Deluxe rooms. We'll contact the lucky winner in May. Search: '**Jet Park Hotel**' on Facebook. Good luck!



FREE Valet Car Parking!

If the car park is full, just drive to the front entrance, park in the 'Concierge carpark', hand over your keys into the Concierge and it's all taken care of!



In our Lounge Bar and Lobby areas. See Bar staff or Reception for your code.



Proud to be a major sponsor of SPCA Auckland

