

BIS Committee Response

Dear _____ MP _____ _____@parliament.uk
 _____ MP _____ _____@parliament.uk
 Vince Cable, MP

June 11th 2013

I am a _____ with Enterprise Inns plc, predominantly looking after the _____ area but overall look after _____ pubs and publicans, and feel the need to write to you today to air my frustration in what is being published about the Pubco industry in general but more importantly to me is what is also being said about _____ and similar roles within the Pubcos.

I joined the company in _____ 2011 and if I'm honest I was sceptical after reading online reviews about how poor the company treats its publicans, and these reviews are read by a lot of people who unfortunately believe what they read. Now two years down the line, I can personally say without any hesitation that I have a very good working relationship with my publicans, as they appreciate the hard work and time I spend in supporting them to not just operate a business but in also giving them additional support which is backed by the company to help them grow their business.

My honest findings after two years are that the online reviews and recent attacks by the BIS committee are very unjustified.

Although I inherited a lot of my publicans when I joined the company, I have had the satisfaction of handing keys over to new publicans that I start working with several weeks before they even move into the pub so that they hit the ground running. I see publicans with mixed experience in my pubs from those with many years in the pub trade to the brand new looking for a new challenge, who can sometimes require a lot of additional support and hand holding in the early stages of their new business, which is a requirement by the company to ensure plenty of regular time and training is spent with new publicans.

As everyone is aware the pub trade has been going through a hard time for a few years now, and most of my time is spent regularly visiting publicans that need additional help whether this be financial, marketing or just general advice, and I am available at all times and encouraged by the company to do whatever is necessary to make the publicans business a success.

I would not hesitate in recommending an Enterprise Inns pub to a personal friend, as I can see the true value in the tenanted model, and enjoy the role I have with a supportive company like Enterprise Inns.

Please do not hesitate to contact me if you have any questions.

Yours sincerely,