

Pubs Consultation
Consumer and Competition Policy
Department of Business, Innovation and Skills
3rd Floor, Orchard 2
1 Victoria Street
Westminster
LONDON
SW1H 0ET

13th June 2013

Dear Sir

I write in relation to the forthcoming BIS consultation and would like to make my views known on the matter.

I have recently joined Enterprise Inns in employment and I am also new to the pub industry as a whole. I thought I would give you a brief summary of my initial thoughts and findings of the industry as a whole.

My experience of the pub industry so far has very much been a positive experience. My role sees me work within the pub company, working very closely with colleagues in all departments, especially the operations department. I can honestly say I never worked with a more committed and dedicated bunch of people who go the extra mile to help and aid the publicans we work with.

My role sees me cover 300 pubs over a geographic area and I meet with a range of publicans on a daily basis. There is no such thing as a typical day for me, from meetings to discuss large growth partnership schemes to meeting with new publicans ensuring their first few weeks in their new business have been problem free, to attending site to ensure works we have promised carries out have been carried out to the highest standard to allow the publican to trade at the pub's maximum potential. Works are very much carried out in conjunction with the publican's ideas and together schemes are produced very much in a partnership basis.

Please don't mistake this for a job application or a chance for me to blow my own trumpet, I am merely trying to demonstrate I am one employee and this is the support I offer. My colleagues in operations, Administration, sales, marketing offer endless support to every publican in the portfolio.

What I found amazing is the opportunities that the company offers. In my first year I have met numerous young entrepreneurs take on the role of publicans and are flourishing in this role. They have the support of myself to aid any queries of how to deal with their property obligations. As well as constant contact with a Regional Manager who is on call to offer help, guidance, assistance. There is a wealth of training courses provided that any publican can take advantage of to help build their business. They have a cooling off period in the first six months whereby they can walk away from the agreement if they feel it's not for them.

I have read with interest some of the comments made within the consultation process and find them to be misleading and not a true reflection of the way in which the pub company operates. It would appear that pubco's are "out for all they can get" and this is simply not true. It is in neither parties interest for a business to fail.

Thank you for taking the time to read my comments and I hope they have given some insight into the experience of a newbie to the industry.

Yours Faithfully