

**Holiday Inn**  
TELFORD/IRONBRIDGE

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TO WHOM IT MAY CONCERN

We took a decision in October 2005 to outsource certain aspects of our Credit Control and Debt Recovery processes and selected Harlands Group for this purpose. We have passed over delinquent accounts from both our general Hotel operations and from our Health Club and have been delighted with the results.

Over the course of the last year we have referred Receivables of just in excess of £40,000 and to date Harlands have achieved a recovery success rate of 75%.

Also and equally importantly, Harlands carry out their work in a very professional manner which means we are able to retain as much control over each debt as we wish to have and we don't have to be concerned with any negative public relations issues. We are always able to talk directly with the staff member handling each of our client's outstanding accounts.

We would have absolutely no hesitation in recommending Harlands to any professional company wishing to outsource these processes to a third party company.

Yours faithfully



M Macnamara  
Site Financial Controller



INVESTOR IN PEOPLE

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