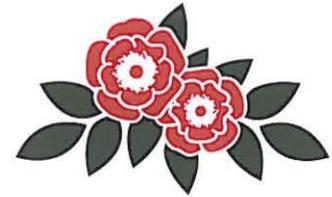


NEWS RELEASE

UNIVERSITY
— OF CENTRAL —
LANCASHIRE



Uni offers service with a smile

The University of Central Lancashire has recently succeeded in achieving a major customer services' award for the high standard of its hospitality.

'Hospitality Assured' accreditation, considered to be the kitemark of the industry was granted to the whole of the University's Hospitality Services on the Preston Campus, which includes the Catering, Student Accommodation, Housekeeping and Conference teams.

Director of Hospitality Services Eileen Murphy is proud of her team and says: "We are the first university in the North to gain the award. Staff from all departments have worked hard and risen to the challenge of the assessment."

Earning the award has involved staff in nearly 12 months of hard work and preparation. This was followed by a rigorous, two day inspection focusing on an ability to deliver consistently high standards of quality and service.

The award was presented by Susan Lewis, Chair of the Preston Branch of the Hotel and Catering Institute Management Association.

-ends-

6 September 2002
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