



GREENE KING

BURY ST EDMUNDS

Customer Services Department
Telephone 01284 714 124/ 662/ 143

Please note that calls may be monitored for quality and training purposes

Our Ref CS/57456

08 July 2013

Ms Roberta Nichols
Friends of Abingdon Civic Society
c/o 38 Mattock Way
Abingdon
OX14 2PQ

Dear Ms Nichols

GREENE KING LOCAL PUBS

Thank you for your letter regarding the recent changes to Greene King Local pubs, I am very sorry to hear that you are unhappy with the new signage. I can assure you that we very proud of and passionate about our diverse range of pubs, hotels and restaurants across the country.

As you may be aware, we began upgrading and improving our pub signs across the country as part of an extensive investment in our estate in conjunction with our new family friendly and value for money pub concepts, Flame Grill and Meet & Eat. The changes have generally been very well received by our customers. However, we do value and listen to all customer feedback and do accept that the new signs may not be right in all of these pubs. Therefore, we are reconsidering the option of re-installing the pictorial signs at some of our more historic pubs.

Thank you once again for taking the time and trouble to contact us.

Yours sincerely

Richard Lewis
Managing Director
Greene King Local Pubs

GREENE KING LOCAL PUBS

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