



Optimus[®]

Achieving Business Excellence



Recognised for Excellence Level 5

EFQM 



Recognised for Excellence Level 4

EFQM 



Business Excellence Award

EFQM
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Mark of Best Practice

Optimus
Achieving Business Excellence



Service Excellence Award

Optimus
Achieving Business Excellence

Optimus is a unique symbol of quality for the Irish Tourism Industry. It is based on international standards of customer service and operational best practice and it is managed by Fáilte Ireland - the National Tourism Development Authority. To achieve and display the Optimus awards, organisations must complete a structured development and implementation programme which incorporates a customer focused management system that drives innovation and continuous improvement in the products and services they provide. These organisations must also submit to a independent assessment process and attain the required standard against the assessment criteria.

To find out more visit the Optimus website @ www.optimus.ie

Watch out for the Optimus logo and experience the difference

Fáilte Ireland
The National Tourism Development Authority
88 – 95 Amiens Street
Dublin 1

 **Fáilte Ireland**
National Tourism Development Authority

Establishment	Address	Website / Contact
Best Western Pery's Hotel	Glentworth St., Limerick	www.perys.ie
Blue Haven Kinsale (The)	3 Pearse St., Kinsale, Co. Cork	www.bluehavenkinsale.com
Buswells Hotel	23-27 Molesworth St., Dublin 2	www.quinnhotels.com
Carrigaline Court Hotel	Main St., Carrigaline, Co. Cork	www.carrigcourt.com
Carlton Hotel & C-Spa Kinsale	Rathmore Road, Kinsale, Co. Cork	www.carlton.ie
Carlton Shearwater Hotel & C-Spa	Marina Point, Ballinasloe, Co. Galway	www.carltonshearwaterhotel.com
Castle Leslie Estate	Glaslough, Co. Monaghan	www.castleleslie.com
Crowne Plaza Dublin – Blanchardstown	The Blanchardstown Centre, Dublin 15	www.crowneplaza.com
Crowne Plaza Dundalk	Green Park, Dundalk, Co. Louth	www.cpdundalk.ie
Dingle Skellig Hotel & Peninsula Spa	Dingle, Co. Kerry	www.dingleskellig.com
Dualway Group Coach Operator	Keating Park, Rathcoole, Co. Dublin	www.dualway.com
Dublin Tourism	Tourism Centre, Suffolk Street, Dublin 2	www.visitdublin.com
Dublin Tourism	Ferry Terminal, Dún Laoghaire, Co. Dublin	www.visitdublin.com
Dublin Tourism	Arrivals Hall, Dublin Airport	www.visitdublin.com
Dublin Tourism	O'Connell Street, Dublin 1	www.visitdublin.com
Dublin Tourism Malahide Castle	Malahide, Co. Dublin	www.malahidecastle.com
Dublin Tourism Writers Museum	18 Parnell Square North, Dublin 1	www.writersmuseum.com
Fallon's of Kilcullen	Main Street, Kilcullen, Co Kildare	www.fallonb.ie
Grianán Hotel, An	Speenogue, Burt, Co Donegal	www.angriananhotel.com
Knightsbrook Hotel Spa & Golf Resort	Dublin Road, Trim, Co Meath	www.knightsbrook.com
Stillorgan Park Hotel	Stillorgan Road, Dublin 18	www.stillorganpark.com
Talbot Hotel Wexford	Trinity Street, Wexford Town	www.talbotwexford.ie
Temple Country Retreat & Spa	Horseleap, Moate, Co Westmeath	www.templespa.ie

Continued

Establishment	Address	Website / Contact
Farmleigh House	Castleknock, Dublin 15	www.farmleigh.ie
Garryvoe Hotel	Ballycotton Bay, Shanagarry, Co. Cork	www.garryvoehotel.com
Hamlet Court Hotel	Johnstownbridge, Enfield, Co. Kildare	www.thehamlet.ie
Jameson Experience Midleton	Distillery Walk, Midleton, Co. Cork	www.jamesonwhiskey.com
Kate Browne's Restaurant	Ardfert, Co. Kerry	066 7134055
Killarney Towers Hotel & Leisure Centre	Town Centre, Killarney, Co. Kerry	www.odonoghue-ring-hotels.com
Killashee House Hotel & Villa Spa	Killashee, Nass, Kildare	www.killasheehouse.com
Lake Hotel	Muckcross Road, Killarney, Co. Kerry	www.lakehotel.com
Menlo Park Hotel and Conference Centre	Terryland, Headford Road, Galway City	www.menloparkhotel.com
Mespil Hotel	Mespil Road, Dublin 4	www.lee-hotels.com
Old Jameson Distillery	Bow St., Smithfield, Dublin 8	www.whiskeytours.ie
Oriel House Hotel, Leisure Club & Spa	Ballincollig, Co. Cork	www.orielhousehotel.ie
Quality Hotel & Leisure Centre Clonakilty	Clonakilty, Co. Cork	www.qualityhotelclonakilty.com
Slieve Russell Hotel Golf & Country Club	Ballyconell, Co. Cavan	www.quinnhotels.com
Sligo Park Hotel & Leisure Club	Pearse Road, Sligo	www.lee-hotels.com
Wineport Lodge	Glasson, Athlone, Co. Westmeath	www.wineport.ie

Establishment	Address	Website / Contact
Ardilaun Hotel, Conference Centre & Leisure Club	Taylor's Hill, Galway	www.theardilaunhotel.ie
Armada Hotel	Spanish Point, Co. Clare	www.burkesarmadahotel.com
Brehon, The	Muckcross Road, Killarney, Co. Kerry	www.thebrehon.com
Brooks Hotel	Drury Street, Dublin 2	www.brookshotel.ie
Castlecourt Hotel	Castlebar St., Westport, Co. Mayo	www.castlecourthotel.ie
Carlton Atlantic Coast Hotel	The Quay, Westport, Co. Mayo	www.atlanticcoasthotel.com
Carlton Dublin Airport	Old Airport Road, Clogharan, Co. Dublin	www.carlton.ie
Carton House Hotel	Maynooth, Co. Kildare	www.cartonhouse.com
Castleknock Hotel and Country Club	Porterstown Road, Castleknock, Dublin 15	www.towerhotelgroup.com
Claregalway Hotel	Claregalway Village, Galway	www.claregalwayhotel.ie
Connemara Coast Hotel	Furbo, Co. Galway	www.connemaracoast.ie
Faithlegg House Hotel	Faithlegg, Co. Waterford	www.faithlegg.com
Gleneagle Hotel	Muckcross Road, Killarney, Co. Kerry	www.gleneaglehotel.com
Glenlo Abbey Hotel	Bushypark, Galway	www.glenlo.com
Harvey's Point Country Hotel	Lough Eske, Donegal Town, Co. Donegal	www.harveyspoint.com
Kilkenny Rivercourt Hotel	The Bridge, John St., Kilkenny City	www.rivercourthotel.com
Landmark Hotel	Carrick-on-Shannon, Co. Leitrim	www.thelandmarkhotel.com
Maritime Hotel	Bantry, West Cork	www.themaritime.ie
Radisson SAS Farnham Estate	Farnham Estate, Cavan, Co. Cavan	www.cavan.radissonsas.com
Tower Hotel	The Mall, Waterford	www.towerhotelwaterford.com
Trident Hotel	World's End, Kinsale, Co. Cork	www.tridenthotel.com
Westport Plaza Hotel	Castlebar Street, Westport, Co. Mayo	www.westportplazahotel.ie
Westport Woods Hotel & Spa	Quay Road, Westport, Co. Mayo	www.westportwoodshotel.com
Whites of Wexford Hotel	Abbey Street, Wexford	www.whitesofwexford.ie

The Optimus Business Excellence Award is endorsed by the EFQM (European Foundation for Quality Management) and Organisations that attain this level of excellence are encouraged to progress to the EFQM Recognised for Excellence Levels 4 & 5.



Business Excellence Award

EFQM

Optimus

Establishment	Address	Website / Contact
Clarion Hotel Cork	Lapps Quay, Cork	www.clarionhotelcorkcity.com
Fitzpatrick Castle Hotel	Killiney, Co. Dublin	www.fitzpatrickcastle.com
Galway Bay Hotel	The Promenade, Salthill, Co. Galway	www.galwaybayhotel.net
Radisson SAS St Helen's Hotel	Stillorgan Road, Dublin 4	www.dublin.radissonsas.com

Those organisations that have achieved the EFQM (European Foundation for Quality Management) Recognised for Excellence Award can demonstrate that improvements in every aspect of their business were consistently achieved and sustained over a number of years. These organisations develop effective partnerships with other organisations and stakeholders based on mutual trust, respect and openness. They adopt a highly innovative, ethical and responsible approach to running their business and they excel at anticipating and responding to the needs of their customers as well as achieving an acceptable balance between the commercial, social and legal demands of the business.



Recognised for Excellence Level 4

EFQM

Establishment	Address	Website / Contact
Clontarf Castle Hotel	Castle Avenue, Clontarf, Dublin 3	www.clontarfcastle.ie



Recognised for Excellence Level 5

EFQM

Establishment	Address	Website / Contact
Maryborough Hotel & Spa	Maryborough Hill, Douglas, Cork	www.maryborough.com