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# Making their mark: Hotel honoured

**RECEIVING** the Mark of Best Practice from Shaun Quinn, CEO, Failte Ireland (left) were Pamela Nolan and Guy Thompson, from Castleknock Hotel and Country Club. The hotel was among four Dublin hotels in a group of 11 tourism establishments that were honoured at the Failte Ireland Optimus Awards held recently in Dublin, in which the Crowne Plaza Blanchardstown, Brooks Hotel and the Mespil Hotel received awards for their service excellence. The programme aims to help tourism establishments to achieve excellence in every aspect of their business by providing a practical approach to boosting bottom-line performance, with a focus on improving results.

