



Menlo Park Hotel awarded for excellence

BY RICHIE MCCARTHY

The Menlo Park Hotel and Conference Centre have received a Service Excellence award as part of the Fáilte Ireland Optimus programme. The hotel was among a group of 11 tourism establishments honoured at the Fáilte Ireland Optimus awards in Dublin. The Optimus programme, developed by Fáilte Ireland, aims to help tourism establishments achieve excellence in every aspect of their business by providing a practical approach to boosting

bottom-line performance and a focus on improving results.

Shaun Quinn, Chief Executive of Fáilte Ireland, congratulated the latest recipients of accreditation and said: "By participating in Optimus or other such programmes you have signalled your intent to getting through these choppy waters intact. The challenge for us is to encourage as many other tourism businesses to do likewise. There will be much better times ahead for those who put the head down and work through the next few

difficult years. In the end, I think there is a growing belief that we will emerge in better shape as individuals, as businesses, as an industry and hopefully as a country and a people."

On receiving the Service Excellence Award for the Menlo Park Hotel and Conference Centre, General Manager Elaine Brennan said, "Having now completed the Optimus Service Excellence programme I would have to say that we have seen many positive changes at the Menlo Park Hotel. There is an exciting positive feeling

among the staff from whom we have received great feedback about the programme. It is lovely to see the changes and ideas that have been implemented as a result of staff suggestions. Communication has been greatly improved as a result of all departments coming together. This increased staff satisfaction has really been reflected in our levels of guest satisfaction and we are delighted to be now receiving more positive feedback than ever before".