



## Sligo hotel wins national service award

THE Sligo Park Hotel has won a national excellence award from Fáilte Ireland.

The well known hotel was amongst a group of 11 tourism establishments honoured at the Fáilte Ireland Optimus Awards held in Dublin last Tuesday.

The Optimus programme, developed by the tourism authority, aims to help tourism providers achieve excellence in every aspect of their business by providing a practical approach to boosting bottom-line performance and a focus on improving results.

The entry level Service Excellence Award focuses on the creation and development of a service excellence culture that is specific to the hospitality industry.

On receiving the award for the Sligo Park Hotel, general manager Gerry Moore said: "The Optimus

Service Excellence Programme created better team ethics throughout the organisation. It encouraged all staff to improve the guest's experience by bringing their own initiatives to the table."



The Sligo Park Hotel receiving a Service Excellence Award as part of the Fáilte Ireland Optimus programme at a ceremony in Dublin. Pictured are (from left): Tom Conneely, Fáilte Ireland; Gerry Moore and Monica Chawke of Sligo Park Hotel and Bob Barbour, Centre for Competitiveness.