

Galway Bay Hotel wins prestigious **Optimus** Award of Excellence

The Galway Bay Hotel was awarded with 'Optimus Award of Excellence' at a ceremony in The Galway Bay Hotel last week.

Using the **Optimus** Business Excellence Model (derived from the European Foundation for Quality Management) as a framework, **Optimus** Business Excellence helps companies to measure their position on the route to excellence, identify where improvements could be made and develop innovative solutions.

The **Optimus** Award of Excellence is awarded to businesses which displays a strong results orientation, a passionate customer focus, a commitment to performance measures and an enthusiasm for continuous learning and innovation. In order to receive this award the hotel underwent a demanding assessment of all its processes by an independent body employed by Failte Ireland. The requirements are benchmarked off some of the best hotels in the world.

This is the third year in succession in which an **Optimus** award has been presented to the Galway Bay Hotel and on all occasions the hotel received above average scores.

By achieving this award at the next level it proves that the Galway Bay Hotel is committed to exceeding customers' expectations through continuous improvement. According to general manager Dan Murphy, the team at the Galway Bay Hotel are delighted with this prestigious accomplishment as it is a reflection of all their hard work and dedication throughout the year.