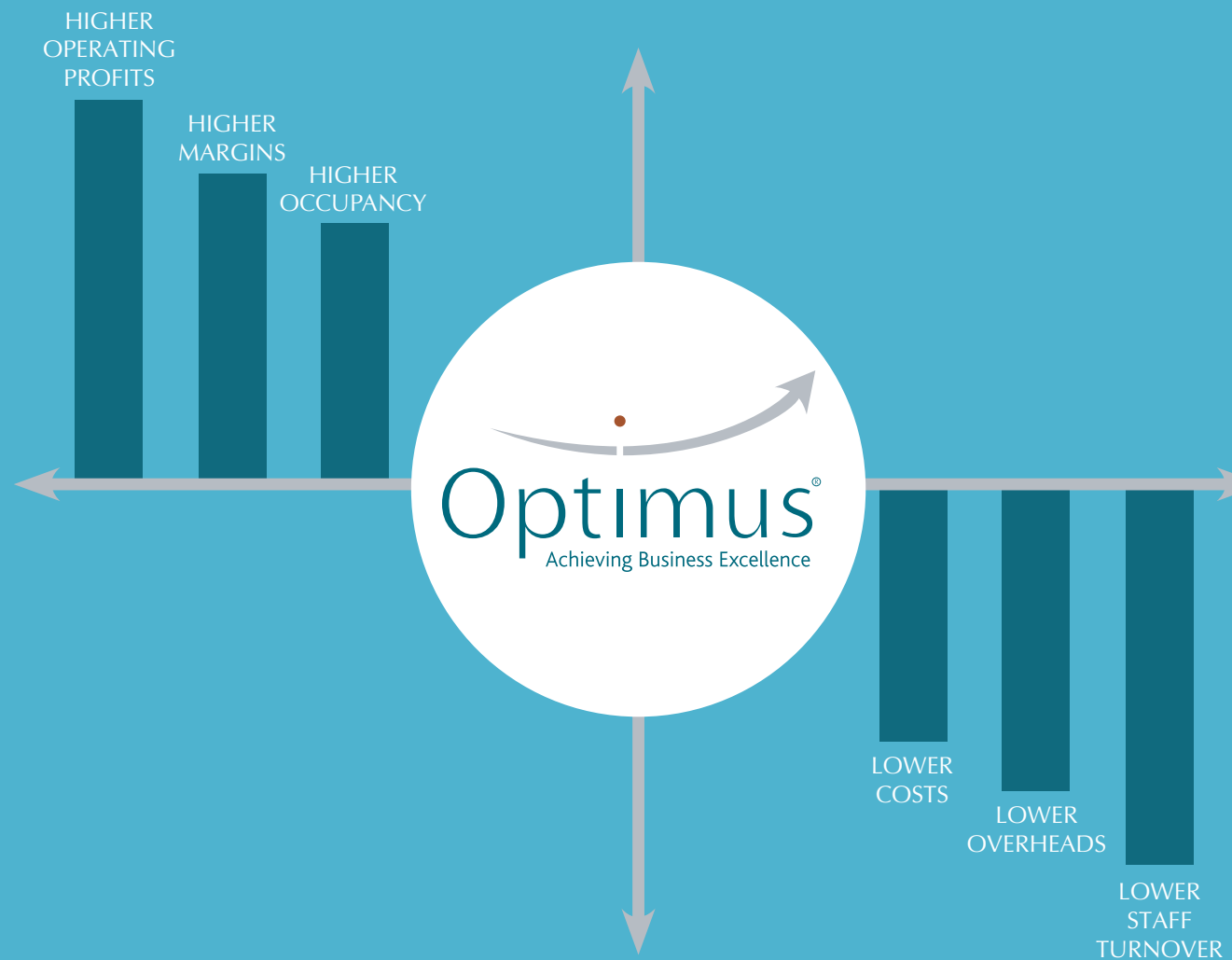


# EXPERIENCE THE HIGHS AND LOWS OF OPTIMUS



## OPTIMUS GIVES YOUR BUSINESS THE EDGE!

Optimus is the National Standard for Best Practice and Excellence in the Irish Tourism and Hospitality industry. It was developed by Fáilte Ireland to support businesses in becoming more competitive, productive and profitable. The Optimus model provides businesses with an established formula for achieving success and a framework to monitor progress and measure performance improvements.

Optimus has already helped hundreds of Irish hotels and tourism businesses to achieve world class standards of product and service thus enabling them to compete effectively in a competitive marketplace so don't get left behind.

### Want to know more?

To find out how Optimus can help you achieve better business performance, contact the Optimus team at:

Dublin 01-8847700

Email [info@optimus.ie](mailto:info@optimus.ie)



## OPTIMUS NATIONAL AWARDS CEREMONY

26th January 2010

Galway Bay Hotel





RECIPIENTS - JANUARY 2010

**Service Excellence Award** 

**An Grianán Hotel**

Speenogue, Burt, Co. Donegal  
General Manager  
- *Walter Figini*  
Optimus Co-ordinator  
- *Danny Doherty*

**The Blue Haven Collection**

Pearse Street, Kinsale, Co. Cork  
General Manager  
- *Declan Delaney*  
Optimus Co-ordinator  
- *Maria Cannon*

**Castle Leslie Estate**

Glaslough, Co. Monaghan  
General Manager  
- *Brian Baldwin*  
Optimus Co-ordinators  
- *Dessie Clements*  
- *Jackie Gormley*

**Crowne Plaza Dundalk**

Inner Relief Road,  
Dundalk, Co. Louth  
General Manager  
- *Garret O'Neill*  
Optimus Co-ordinator  
- *Niamh Murphy*

**Fallon's of Kilcullen**

Main Street, Kilcullen, Co. Kildare  
General Manager  
- *Brian Fallon*  
Optimus Co-ordinator  
- *Mary O'Neill*

**Farmleigh**

Castleknock, Dublin 15  
General Manager  
- *Mary Heffernan*  
Optimus Co-ordinator  
- *Sharon Doyle*

**Knightsbrook Hotel Spa & Golf Resort**

Dublin Road, Trim, Co. Meath  
General Manager  
- *Patrick Curran*  
Optimus Co-ordinator  
- *Bridget McGreehan*

**Stillorgan Park Hotel**

Stillorgan Road, Dublin 18  
General Manager  
- *Daragh O'Neill*  
Optimus Co-ordinator  
- *Magda Fras*

**Talbot Wexford**

Trinity Street, Wexford Town  
General Manager  
- *Declan Moriarty*  
Optimus Co-ordinator  
- *Ruth Lehane*

**Wineport Lodge**

Glasson, Athlone,  
Co. Westmeath  
General Manager  
- *Norma Wilson*  
Optimus Co-ordinator  
- *Edel Brady*



RECIPIENTS - JANUARY 2010

**Mark of Best Practice** 

**The Ardilaun Hotel**

Taylor's Hill, Galway City  
General Manager  
- *John Ryan*  
Optimus Co-ordinator  
- *Maureen Walsh*

**Armada Hotel**

Spanish Point, Co. Clare  
General Manager  
- *Ivan Tuohy*  
Optimus Co-ordinator  
- *Pam Burke*

**Claregalway Hotel**

Claregalway Village, Galway  
General Manager  
- *Paul Gill*  
Optimus Co-ordinator  
- *Michelle Bell*

**Connemara Coast Hotel**

Furbo, Galway  
General Manager  
- *Ann Downey*  
Optimus Co-ordinator  
- *Anne Delany*

**The Maritime Hotel**

The Quay, Bantry, Co. Cork  
General Manager  
- *Simon Tiptaft*  
Coordinator  
- *Eilis Loughrey*

**The Westport Plaza Hotel**

Castlebar Street, Westport, Co. Mayo  
General Manager  
- *John Clesham*  
Optimus Co-ordinator  
- *Sinead Conway*

**Whites of Wexford**

Abbey Street, Wexford Town  
General Manager  
- *Peter Wilson*  
Optimus Co-ordinator  
- *Anne O'Brien*

**Award of Excellence** 

**Fitzpatrick Castle Hotel**

Killiney, Co. Dublin  
General Manager  
- *Nicky Logue*  
Optimus Co-ordinator  
- *Sandra Jackson*

**Galway Bay Hotel**

The Promenade, Salthill, Co. Galway  
General Manager  
- *Dan Murphy*  
Optimus Co-ordinator  
- *Mary Conroy*

**Recognised for Excellence Level 4** 

**Clontarf Castle Hotel**

Castle Avenue, Clontarf, Dublin 3  
General Manager  
- *Mark Long*  
Optimus Co-ordinator  
- *Deirdre Fitzsimons*