



## Cork hotels representing quality

THREE Cork hotels were honoured recently at the **Fáilte Ireland Optimus Awards**, which were held in Dublin.

The Carrigaline Court Hotel, Carrigaline, the Oriel House Hotel, Ballincollig, and the Quality Hotel & Leisure Club, Clonakilty, all received the 'Service Excellence Award' for special recognition for their ongoing commitment to customer service and business excellence.

Twelve tourism establishments received **Optimus** awards. The recipients were from throughout the country, representing seven counties in all. The individual performances of the award winners reflect well on the tourism industry's willingness to embrace change and innovation towards self-improvement by providing a practical approach to improving the quality, value and delight that visitors experience during their stay in Ireland.

Commenting at the Awards ceremony, Breda Keane, General Manager, Oriel House Hotel, said: "In these challenging times it is vital that, as a business, our team continue to focus on providing excellent customer care and continuously improve our system and procedures to meet our customer needs. The **Optimus Programme**, through **Fáilte Ireland**, provides us with a framework and independent assessment to ensure we best achieve this goal."

Irene O'Callaghan, Sales & Marketing Manager, Quality Hotel & Leisure Club, Clonakilty, said: "The **Optimus** programme with **Fáilte Ireland**, provides the hotel with a recognised and structured system for ensuring that the customer is continually our focus and priority on a day to day basis. It is this system, along with our dedicated staff, that allows us to provide every guest who stays in the hotel with an experience that exceeds their expectations."

Jerry Healy, General Manager, Carrigaline Court Hotel, said: "We are delighted to accept today the 'Service of Excellence Award' here in Clontarf Castle Hotel Dublin. The **Optimus** award, through **Fáilte Ireland**, clearly shows that our level of customer service and communication with our guests has improved and that communication amongst the hotel's employees has changed, ensuring that all employees have full understanding and knowledge of our guests' and colleagues' requirements. We find **Optimus** an excellent tool to work with helping in our daily work practices."