



## Galway businesses recognised for excellence

The Menlo Park Hotel and Delphi Mountain Resort were honoured with awards for excellence at the **Fáilte Ireland Optimus Awards** this week.

Delphi Mountain Resort in Connemara received the top award for 'Business Excellence Award' in special recognition for their ongoing commitment to customer service and business excellence, while Menlo Park Hotel received a 'Service Excellence Award' as part of the **Fáilte Ireland Optimus** programme.

Twelve tourism establishments received the **Optimus** awards in Clontarf Castle Hotel, Dublin. 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.

"The **Optimus** programme, through **Fáilte Ireland**, is an extraordinary programme that takes a 360 degree look at the business," said a delighted Rory Concannon of Delphi Mountain Resort.

"We managed to restructure the whole company and we are focused now on continuous improvement as a result of successfully completing it. I cannot emphasise enough how much it means to us and we now look at the business differently but we have managed to keep our ethos and philosophy at the same time."

Elaine Brennan, General Manager, Menlo Park Hotel & Conference Centre was also delighted with the hotel's recognition and pointed to customer service as being key to their success.

"That they are listened to. The programme has enabled us to ensure our guest experience is supreme.

"The excellent reviews we receive reflect the fact we now have a greater understanding of our guests. Achieving this award is a result of everyone's commitment and hard work in the hotel and we are delighted to receive this award," she said.