

Galway Bay Hotel wins prestigious EFQM Excellence award

The Galway Bay Hotel was recently awarded with the much coveted EFQM award at a ceremony in Castleknock last Tuesday 22nd February. This is a European Quality Mark of Excellence, initiated by Fáilte Ireland.

The EFQM Excellence Award is Europe's most prestigious award for organisational excellence and is given to Europe's best performing companies. In order to receive this award the hotel underwent a rigorous in-depth assessment by an independent body employed by Fáilte Ireland. Their requirements are benchmarked off some of the best companies in the world. This prestigious award mounts the Galway Bay Hotel on a platform with European blue chip companies such as Siemens and Volkswagen.

This is the fourth 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. The hotel is the third otei in Ireland to achieve this level in the **Optimus** / EFQM programme and the only hotel in the West of Ireland and Galway.

According to Director/General Manager, Dan Murphy, the team at the Galway Bay Hotel are delighted with this prestigious

accomplishment as it is reflective of all their hard work and dedication throughout the year.



Pictured at the Fáilte Ireland **Optimus** Awards were (L to r): John Frazer, Mary Conroy, Galway Bay Hotel; Aidan Pender, Fáilte Ireland; Dan Murphy, director/general manager and Louise Campbell, Galway Bay Hotel. The hotel received an EFQM Award (one of Europe's leading companies) at the Ceremony