

Cork hotels pick up service awards

THREE of Cork's top hotels – Cork International Airport Hotel; the Maritime Hotel and Quality Hotel & Leisure Hotel Clonakilty – were amongst a group of 16 tourism establishments honoured at the Fáilte Ireland **Optimus** Awards which was held in Dublin's Castleknock Hotel & Country Club.

The top Cork tourism establishments received the 'Service Excellence Award' (Cork International Airport Hotel) and 'Mark of Best Practice' (The Maritime Hotel) together with the HRS Hotel Excellence Award for 'Best Family Friendly Hotel' (The Quality Hotel & Leisure Hotel Clonakilty) respectively, in special recognition for their ongoing commitment to continuous improvement and a first class customer experience.

The **Optimus** recognition has been achieved by businesses across the tourism industry in the hotel, restaurant and tourism sectors.

Tony Lenehan, Head of Food, Hospitality and Standards, Fáilte Ireland, said: "I would like to congratulate the Cork International Airport Hotel and The Maritime Hotel, and indeed, the Quality Hotel & Leisure Club, Clonakilty, who earlier this month received the HRS Hotel Excellence Award for Best Family Friendly Hotel, on their achievement and on their business acumen which has seen them embrace a management framework that brings tangible business profits. It confirms their ability to embed the principles of continuous improvement across their business while transforming these principles into tangible results.

"The evident drive

and commitment of all today's winners is very clearly demonstrated by this award. They deserve to be proud of the results they have delivered in raising the profile of quality management within the Irish tourism industry."