

Excellent Service awards for West Cork hotels

Two West Cork hotels — The Maritime Hotel in Bantry and Quality Hotel and Leisure Hotel in Clonakilty — were amongst a group of sixteen tourism establishments honoured at the Fáilte Ireland **Optimus** Awards.

The top West Cork tourism establishments received the 'Mark of Best Practice' together with the HRS Hotel Excellence Award for 'Best Family Friendly Hotel' 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.

Commenting on receiving the 'Mark of Best Practice' Award, Michelle Moloney, General Manager, The Maritime Hotel, said: "Best Practice has provided our team with the 'know how' and tools to improve efficiency, boost productivity and reduce costs, without sacrificing customer satisfaction. In fact the new measures introduced have actually worked to enhance the customer experience and the quality of our service."

Tony Lenehan, Head of Food, Hospitality and Standards, Fáilte Ireland, congratulated the award winners – "I would like to congratulate The Maritime Hotel, and indeed, the Quality Hotel and Leisure Club, Clonakilty, who earlier this month received the HRS Hotel Excellence Award for Best Family Friendly Hotel, on their achievement and

Irene O'Callaghan, Quality Hotel and Leisure Club, Clonakilty, HRS award finalist – Best Family Friendly Hotel, said: "We were delighted to fly the flag for Ireland at the recent HRS Hotel Excellence Awards. As a finalist in the 'Best Family Friendly Hotel' Category, we are very much aware that facilities like our Indoor Play Zone, Teen Zone and Kids Camp are unique to the hotel. It is however, these facilities combined with the dedication of our staff members that gives families a holiday and an experience that they will treasure."



*Pictured receiving the HRS Award Finalist for Best Family Friendly Hotel, was Irene O'Callaghan, Quality Hotel and Leisure Club Clonakilty (middle) with Liam Campbell, Fáilte Ireland (left) and Peter Battersby, **Optimus** Approvals Board. Photo: Derek Cullen, Fáilte Ireland*

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."