

Front of House Team of the Year

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Jurys Inn, Manchester

When 250 basketball players checked into the Manchester Jurys Inn hotel in May this year for the Paralympic Games, it might have fazed lesser front-of-house teams. But faced with the multiple language barriers, the Manchester Jurys Inn team merely compiled a list of languages spoken by all the hotel staff and had them on call for assistance. It is such simple and effective delivery that has won the Jurys Inn Manchester the Front of House Team of the Year Award, with the judges particularly impressed by the time and patience required for such customer care. If proof be needed of their diligence, it can be found in the hotel's three mystery visits this year. On each occasion the mystery guests gave 100% marks for both check-in and check-out.

Despite the potential disturbances caused by a change of hotel ownership and management, as well as the departure of a long-standing front-of-house manager earlier in the year, the eight-strong front-of-house team have gone on to achieve three promotions between them. Team achievements include raising the average room rate through accomplished negotiation with walk-in customers, and raising extra revenue by selling toiletries on reception to forgetful guests.

"The duty manager comes in on his day off to take guests who have shown interest in attending a football match to watch Manchester City play"

However, it is the team's generosity and personal touch that most impressed the judges. A quality best highlighted by duty manager Chris Molloy, who comes in on his day off to escort guests who have shown interest in attending a football match to watch Manchester City play, including accompanying them to experience a local pub after the game.

The full team comprises duty manager Chris Molloy, reception supervisor Bethany Lees, reception supervisor Libby Matthews, weekend supervisor Colleen Yates, team trainer Helen Nicholson, plus team members Angela Rowntree, Steven Hendon and Agness Bockek.

THE SHORTLIST

Jurys Inn
Manchester
Maccdonald Bear Hotel
Woodstock, Oxford
Yotel Heathrow