

Front of House Manager of the Year Award

This award is open to an individual with responsibility in either or all of the following areas: reception; reservation; cashier; concierge; doorman; and luggage porter.

When submitting your entry please provide information to the following questions:-

1. Please outline the nominee's key areas of responsibility.
2. What have been the nominee's key achievements in the past year?
3. Please give examples of how the nominee has displayed good communication skills and the ability to anticipate guests' needs.
4. How has the nominee demonstrated success in managing and developing their team?
5. What has the nominee done that is over and above their job description?

All of the above entry criteria must include a supporting statement from colleagues and senior management and, where possible, testimonials

Please also attach the nominee's CV and details of the hotel where they work (eg number of rooms).