

Front of House Team of the Year Award

This award is open to a team 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 team's key areas of responsibility.
2. What have been the team's key achievements in the past year?
3. Please give examples of how the team has demonstrated commitment to high standards of customer service.
4. Please give examples of how the team has displayed good communications skills and the ability to anticipate guests' needs.
5. What has the team 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 provide details of the hotel where the team works (eg number of rooms).