

Hotelier of the Year 2009 Criteria

Personal attributes

- . Total commitment and dedication to the Hospitality Industry.
- . Demonstrates fair and decisive leadership skills.
- . Excellent communicator.
- . Well respected in the Industry.
- . Exemplary business track record.
- . Innovative and creative.
- . Strong attention to detail.
- . Manages by example.

Hotelkeeping skills

- . Runs well-maintained hotel that consistently surpasses its competitors.
- . Consistency of delivery: ensures all guest stays exceed expectations.
- . A personal touch with guests.
- . Offers value for money.
- . Develops and introduces new services to enhance customer experience.

Commitment to employees

- . Focuses on developing employees' careers and maximising potential.
- . Willing to impart knowledge to employees.
- . Organises staff surveys and acts on them.
- . Empathic and approachable.

Commitment to industry

- . Supports government initiatives to promote hospitality as career of choice and raise standards of training.
- . Engages with local community to promote industry.
- . Supports hospitality organisations and events both personally and with his/her hotel/business resources.

Social responsibility

- . Contributes personally, and with hotel resources, to help charitable initiatives; involves staff in charitable/community events.
- . Has well communicated and effective environment policy.