



Jean Roberts

Hotel du Vin, Harrogate

The winner of this year's award was described as a "role model" by one of our judges.

Chairwoman of the Yorkshire Housekeeping association for the past decade, Jean Roberts was on board at the Harrogate Hotel du Vin for its launch in 2003, and this year took on the opening of the company's York property (while still overseeing Harrogate).

Somehow Roberts also still finds time to continue promoting the hospitality industry as a great place to work, through membership of the industrial liaison committee at Huddersfield Technical College.

She is also a member of the American Executive Housekeeping Association, which profiled her in 2007, and was one of only three housekeepers granted an audience with the Queen this summer as part of the royal celebration of the hospitality sector.

Within her role, Roberts is credited with making a point of learning the basics of certain foreign languages to greet her staff and encourage them to learn English. She has also made "jobs of the day" tasks that little more interesting by issuing them out in a card game format in the mornings.

With the public's thoughts turning

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increasingly to the 2012 London Olympics, Roberts can claim to be in a gold medal winning position of her own already, having been instrumental in helping the company hold its first annual Housekeeping Olympics. The inter-hotel scheme is designed to engender a competitive but friendly spirit among teams at different properties across the UK.

Several plaudits have understandably already been bestowed on Roberts, most recently Hotel du Vin's Housekeeper of the Year 2007 accolade. Now she can add the 2008 Housekeeper of the Year Hotel Catey to the collection.

THE SHORTLIST

Marin Betlemovic
the Park Lane hotel,
London
Tracey Hubar
Malmaison,
Newcastle upon Tyne
Jean Roberts
Hotel du Vin,
Harrogate
Binh Tran
Four Seasons hotel,
Canary Wharf