

## Sponsors



Available from Coca-Cola Bottlers Ulster Ltd, Appletiser is a lightly sparkling adult drink made from 100% apples with No Added Sugar, No Colourants and No Preservatives. It offers all the pleasure of a premium drink experience, but with none of the guilt.



Diageo is the world's leading premium drinks business with an outstanding collection of beverage alcohol brands across spirits, wine and beer categories. These brands include Smirnoff, Baileys, Guinness and Bushmills Irish whiskey.



The Northern Ireland Tourist Board is a non-departmental public body. It is responsible for the development, promotion and marketing of Northern Ireland as a tourist destination.

## Rules for Individuals

- Applications are invited from all hotel receptionists in permanent employment in a hotel in Northern Ireland. We will accept a maximum of three applications per establishment (two for the main category and one for the Most Promising category).
- Applicants for the Most Promising category must have worked in the reception role for no more than 6 months on 8 February 2008.
- All applicants must be at least 18 years old on 8 February 2008.
- Applicants are not required to have any formal qualifications as the value of practical experience will be acknowledged.
- An assessment day will take place on Tuesday 19 February and further interviews for successful applicants will be held on Wednesday 12 March.
- Applicants must be available as requested as alternative dates cannot be offered.
- Entrants must agree to abide by these and any other rules of the competition and to any publicity as a result of their entry.
- Winners must not engage in promotion of their win without prior consent of NIHF.
- The Judges' decision will be final.
- Prizes are as stated. Where unavailable we reserve the right to provide an alternative. There are no cash alternatives in addition to the winning cheques.
- Closing date for applications is 8 February 2008.

## Rules for Hotels

- Applications are invited from all hotel receptions in Northern Ireland.
- Hotels must be NITB Certified at the time of judging.
- Applicants must submit the full written details as requested.
- Entrants must agree to abide by these and any other rules of the competition and to any publicity as a result of their entry.
- Winners must not engage in promotion of their win without prior consent of NIHF.
- The Judges' decision will be final.
- Prizes are as stated. Where unavailable we reserve the right to provide an alternative.
- Closing date for applications is 8 February 2008.
- The selection process for this category will include judging of application and questions, telephone and email assessment of your reception performance leading to a short-list. Short-listed candidates will then be visited by a mystery shopper.
- Judging will be from a total customer service point of view and therefore may include other departments in addition to reception.

The competition is organised by the Northern Ireland Hotels Federation.  
All queries and requests for additional application forms should be sent to the address below.

Northern Ireland Hotels Federation  
The McCune Building, 1 Shore Road, Belfast BT15 3PG  
Tel: 028 9077 6635 Fax: 028 9077 1899  
Email: office@nihf.co.uk Web: www.nihf.co.uk



## Hotel Receptionist of the Year 2008

*sponsored by Appletiser*

## Most Promising Hotel Receptionist of the Year 2008

*sponsored by Diageo Northern Ireland*

## Hotel Reception of the Year 2008

*sponsored by the Northern Ireland Tourist Board*

The Hotel Receptionist is a vital component in the tourism sector; they are the public face of our industry and the linchpin of many properties. These awards are designed to recognise and reward their contribution.



## Aims

- raise awareness of the importance of the reception role
- to improve and encourage staff to meet international standards
- to encourage those new to the reception function in their role
- to enhance the reputation and prestige enjoyed by hotel receptionists.

## Entries

Applications are now invited from receptionists in permanent employment in a hotel in Northern Ireland and from Northern Ireland hotel receptions. Applicants should study the rules carefully and submit their application on the appropriate enclosed form along with the supplementary information requested.

## Categories



### Hotel Receptionist of the Year

Open to receptionists in permanent employment in a hotel in Northern Ireland.

The Winner of the Hotel Receptionist of the Year will receive a cheque for £500, return flights to a European city for 2 people, accommodation for 2 nights in a top hotel and a winner's trophy.

All Individual Finalists will receive 2 tickets to the Gala Ball in the Holiday Inn on 3 April 2008 and a commemorative gift.

### Most Promising Hotel Receptionist of the Year

Open to receptionists in permanent employment in a hotel in Northern Ireland with upto 6 months service in the reception role.

The Winner of the Most Promising Hotel Receptionist of the Year will receive a cheque for £300, return flights to a European city for 2 people, accommodation for 2 nights in a top hotel and a winner's trophy.

All Individual Finalists will receive 2 tickets to the Gala Ball in the Holiday Inn on 3 April 2008 and a commemorative gift.

### Hotel Reception of the Year

Open to all hotel receptions in Northern Ireland.

The Winner of the Hotel Reception of the Year will receive a commemorative trophy.

Finalists in the Hotel Reception category will receive 2 tickets per establishment to the Gala Ball in the Holiday Inn on 3 April 2008 and a commemorative gift.

## Gala Ball

The culmination of the Hotel Receptionist of the Year will be a Gala Ball and Awards Ceremony in the Holiday Inn Belfast on Thursday 3 April 2008.

All hotels, friends and guests are encouraged to come along and enjoy an exciting and fun evening. Further details will follow shortly - put the date in your diary now!

## Judging

### Hotel Receptionist of the Year Most Promising Hotel Receptionist of the Year

#### Assessment Day

All individual applicants **must** attend the assessment day and be available for the whole day.

Tuesday 19 February 2008  
Holiday Inn Belfast  
Ormeau Avenue, Belfast

Start 10.00 am  
Finish 12.30 pm to 4.30 pm  
(depending on achievement)

Candidates will be judged on the following criteria:

- Application and CV
- Personal Appearance
- Written Test
- Team Performance
- Interview (depending on score in above criteria)

Successful candidates will then be short-listed to the finalists who will be invited for a final interview on Wednesday 12 March.

#### Hotel Reception of the Year

Hotels entered for this category will be judged as follows:

- Application
- Telephone Assessment
- Email Enquiry
- Mystery Shopper (depending on score in above criteria)

## Dates

Friday 8 February 2008  
Closing date for all applications

Tuesday 19 February 2008  
Holiday Inn Belfast  
Assessment day for all individual candidates

Wednesday 12 March 2008  
Holiday Inn Belfast  
Final interview day for individuals

Thursday 3 April 2008  
Holiday Inn Belfast  
Gala Ball & Awards Night

