

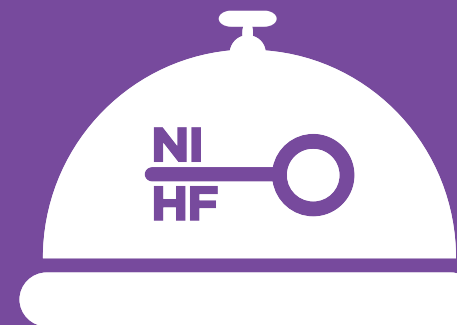
COMPETITION RULES

Rules for Individuals

1. Applications are only accepted from Members of the Northern Ireland Hotels Federation.
2. Applications are invited from all receptionists in permanent employment. We will accept a maximum of TWO individuals per establishment (across either individual category).
3. Applications must be made online before 5.00 pm on 22nd February 2019.
4. Applicants for the Most Promising category must have worked for less than one year in the reception role as of 20th March 2019. This means less than one year in total throughout their career.
5. All applicants must be at least 16 years old on 20th March 2019.
6. Applicants must be available for assessment and interview dates as alternatives cannot be offered.
7. Entrants must agree to abide by these and any other rules of the competition and to any publicity as a result of their entry.
8. Winners must not engage in promotion of their win without prior consent of NIHF.
9. The Judges' decision will be final.
10. Prizes are as stated. Where unavailable we reserve the right to provide an alternative.
11. Trophies remain the property of the winning employer.

Rules for Teams

1. Applications are only accepted from Members of the Northern Ireland Hotels Federation.
2. Entrants must be Tourism Northern Ireland Certified at the time of judging.
3. Applicants must submit the full written details as requested.
4. Applications must be made online before 5.00 pm on 22nd February 2019.
5. Entrants must agree to abide by these and any other rules of the competition and to any publicity as a result of their entry.
6. Winners must not engage in promotion of their win without prior consent of NIHF.
7. The Judges' decision will be final.
8. Prizes are as stated. Where unavailable we reserve the right to provide an alternative.
9. Short-listed candidates will be visited by a mystery shopper who will stay overnight in your property.
10. Entrants must agree to reimburse the Federation the cost of the overnight stay and a standard restaurant meal for two people without alcohol. There will be no additional costs for the mystery shop and all hotels will receive a full report of the mystery shopping experience.



HOTEL RECEPTIONIST OF THE YEAR

Hotel Receptionist of the Year
Most Promising Hotel Receptionist of the Year
Hotel Reception Team of the Year

Enter online by Friday 22nd February 2019



NORTHERN
IRELAND
HOTELS
FEDERATION

The competition is organised by the Northern Ireland Hotels Federation.
All queries should be sent to the address below.

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

The Receptionist of the Year Awards are supported by



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WHAT IS IT?

This is the 16th year of the re-invented Receptionist of the Year. It's still about recognising the very best in customer service in a vital role for all hotels.

THE HOTEL INDUSTRY'S BIGGEST COMPETITION

IMPORTANT DATES

Assessment Day

Wednesday 20th March
9.30 am - 4.00 pm*
(*12.30 pm if not shortlisted)
Wellington Park Hotel

Final Interviews

Wednesday 3rd April
9.30 am - 1.00 pm
Wellington Park Hotel

Awards Night

Thursday 2nd May
7.30 pm
Hilton Templepatrick

HOW TO ENTER

The competition takes place across three categories - two individual and one team. All entrants need to read the rules overleaf and complete an online entry form at nihf.co.uk by 22nd February.

Individual entrants are required to attend an assessment day on the morning of 20th March in the Wellington Hotel. This day assesses skills in teambuilding, leadership, initiative and more. Candidates who progress from the morning assessment will be interviewed in the afternoon. A list of finalists will be invited to further interviews, which take place on 3rd April.

The team competition judging is kept secret but following a series of mystery shops, a list of finalists is reached and a mystery shopper visits each premises to further assess the reception team. A full report is sent to all entrants after the competition.

There is no cost to enter either competition or for any judging but hotels are asked to reimburse the accommodation and food costs for the Mystery Shopping.

Please enter online at nihf.co.uk by Friday 22nd February 2019

CATEGORIES AND PRIZES

1 Receptionist of the Year

For receptionists in permanent employment in a NIHF Member.

2 Most Promising Receptionist

For those who have been a receptionist for less than 12 months across all jobs.

3 Reception Team of the Year

An award for the whole reception team and the staff that support them.

The winners in each category will receive a commemorative trophy and the individual winners will share a prize fund of approximately £1,500.

All finalists will receive a ticket for the Gala Ball and individual finalists will receive a goodie bag. Entrants in the team category will receive a professional mystery shopping report after the competition.

AWARDS DINNER

The winning teams will be announced at a special Awards Dinner on Thursday 2nd May in the Hilton Templepatrick. All finalists will receive a free ticket to this dinner and all hotels and guesthouses are encouraged to come along in support of their staff and colleagues.

