



# RECEPTIONIST AWARDS

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

Enter online by Friday 14th March 2025

The Receptionist Awards are supported by





# RECEPTIONIST AWARDS

## WHAT IS IT?

Originally created in the 1970s and re-launched in 2004, this competition is about recognising the very best in customer service in a vital role for all hotels. Challenging, but fun, with great team building and personal development.

## 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](http://nihf.co.uk) by 5pm on Friday 14th March.

Individual entrants are required to attend an assessment day on the morning of Tuesday 1st April in the Clayton Hotel Belfast. 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 Tuesday 29th 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.

To enter, just complete the form at [nihf.co.uk](http://nihf.co.uk) by 5pm on Friday 14th March.

## CATEGORIES & SPONSORS

Competition Supported by *Tourism Northern Ireland*

**1**

Receptionist  
of the Year  
Sponsored by *Guestline*

For receptionists in  
permanent employment  
in a NIHF Member.

**2**

Most Promising  
Receptionist  
Sponsored by *Tourism NI*

Receptionists working  
less than 12 months in the  
role across all jobs.

**3**

Reception Team  
of the Year  
Sponsored by *Net Affinity*

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

Additional support from  
*Insight 6, Life Adventure and Derry City & Strabane District Council*



### CONGRATULATIONS

Last year's competition was won by Sarah Box from the Clandeboye Lodge Hotel and Austeja Ramutyte from Crowne Plaza Belfast. The Team Category went to Bishop's Gate Hotel.

## IMPORTANT DATES

Enter online at [nihf.co.uk](http://nihf.co.uk) by 5pm on Friday 14th March.

### Assessment Day

Clayton Hotel Belfast  
Tuesday 1st April  
9.30 am - 4.00 pm  
12.30 pm if not shortlisted

### Final Interviews

Clayton Hotel Belfast  
Tuesday 29th April  
9.30 am - 1.00 pm

### Awards Dinner

The Ebrington Hotel, Derry  
Wednesday 21st May  
7.30 pm

## THE REWARDS

The winners in each category will receive a commemorative trophy and the individual winners will receive prizes. All finalists will receive a ticket for the Gala Ball and a certificate. Entrants, finalists and winners will

be featured in press and on social media.

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 Wednesday 21st May in the Ebrington Hotel, Derry-Londonderry. 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.

**PLEASE ENTER ONLINE AT [NIHF.CO.UK](http://NIHF.CO.UK) BY 5PM ON FRIDAY 14TH MARCH 2025**

# 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 14th March 2025.
4. Applicants for the Most Promising category must have worked for less than one year in the reception role as of 1st April 2025. This means less than one year in total throughout their career.
5. All applicants must be at least 16 years old on 1st April 2025.
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 14th March 2025.
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.

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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](mailto:office@nihf.co.uk) Web: [nihf.co.uk](http://nihf.co.uk)

