



Top Awards for Kilkenny's Ormonde Hotel

Kilkenny's Ormonde Hotel, the medieval city's foremost four star Hotel, has swept the boards at a recent awards ceremony, winning awards for its customer service and becoming the first Hotel in Ireland to win an Age Friendly 2011 Award in conjunction with the Kilkenny Chamber of Commerce. The Ormonde then went on to complete a hat trick by being named Best Overall Business at the influential Chamber awards, which were held in the South East.

While earlier in the year the hotel received the Fáilte Ireland Service Excellence award as part of the Optimus Programme, where Colin Ahern, General Manager and all his team engaged in developing a deeper understanding of the hotel's customer needs and wants. Speaking after the winners were announced, Failte Ireland's Enterprise Services Officer in South East, Amanda Horan, said: "Fáilte Ireland is delighted to support the work of Kilkenny Chamber in recognising excellence in service within the Tourism and Hospitality Industry. It is heartening to see tourism and hospitality businesses nominated in so many of the award categories this year, while successfully winning five of the nine award categories as well as the overall Business of the Year Award. This reflects the dedication and commitment of the Industry and support agencies in working together to continually improve and better the experience for the visitor to Kilkenny. I am confident the team will find the Failte Ireland bursary very beneficial in further developing the hotel's leadership capability and the team's dedication to excellence in service"

These recent plaudits for the Ormonde's customer service, come off the back of the Hotel securing accreditation with Failte Ireland's Optimus Programme earlier this year. Optimus provides hotels with an approach to managing their business focussed wholly on the customer while matching worldwide standards in hospitality. The foundation of the Optimus model, Service Excellence, ensures that everyone in the Hotel makes a very deliberate effort to contributing towards a positive customer experience. The Ormonde is currently the only Hotel in Kilkenny to have secured the Optimus accreditation.

Colin Ahern, General Manager, Kilkenny Ormonde Hotel, said:

“To say we are delighted to have been recognised for our Customer Service by these recent awards wins is an understatement. Excellence in customer service, which we define as anticipating the customer’s needs and aspiring to meet them, is the standard to which we aspire. At the core of our Excellence in Customer Service standard is actively listening to what our customers want and determining how we can best deliver it to them.

Each of our 100 strong team lives that standard each and every day, and the recent award wins, coupled with our Optimus accreditation, are testament to their hard work and dedication to our customers.”

According to Kilkenny Chamber of Commerce, the Hotel was singled out as the winner of the Customer Excellence Award for ‘demonstrating an outstanding commitment to customer excellence and going that extra mile to ‘wow’ customers. It’s clear that excellent customer service is embedded throughout the Hotel’.

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