

WE ARE DELIGHTED TO ANNOUNCE THE NAMES OF THE FINALISTS FOR THE LHA AWARDS 2016

EMPLOYEE OF THE YEAR – RISING STAR (sponsored by The City of Liverpool College)



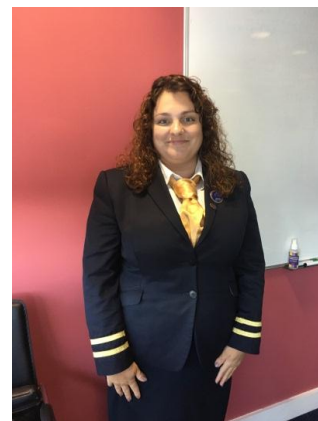
Todd Campbell
F&B Assistant, Richmond Hotel

Despite his young age, Todd is a highly-respected member of the team at the Richmond Hotel. Well presented with excellent time management and a keen eye for detail, Todd always strives to provide excellent customer service, going out of his way to help others and is a real joy to be around. He is courteous at all times and will do his utmost to ensure each and every guest has an enjoyable stay

Jessica Gill – Sales Co-ordinator
The Liner Hotel

Having applied for an internal transfer, Jessica Gill has brought her passion for Weddings and Events to life at The Liner. Her commitment to exceed expectation alongside her outstanding organisational skills has brought immediate success in terms of revenue and reputation.

Her positive attitude and outlook and calm approach to workload has had an immediate impact on the entire Sales team with others seeking to share her work ethic and natural desire to achieve goals.



James Wade-Smith – Deputy GM
Malmaison Hotel



For the past year James Wade-Smith has been Deputy General Manager at the Malmaison Hotel. Highly thought of within the hotel group, he has already been put forward to represent Liverpool on the Malmaison and Hotel du Vin Rising Stars programme and has been singled out by the Executive board as a superb General Manager of the future. He regularly helps train and develop teams across the Group, sometimes away from home for weeks at a time and is already a wonderful ambassador for Liverpool and the Malmaison brand. His passion, fun, and enthusiastic personality, twinned with his love for our ever challenging industry really does shine through in everything he does on a day to day basis. A true rising star within our city.

Lucy Booth – Front Office Manager
Marriott Hotel

As Front Office Manager Lucy's passion for hospitality never falters and she is a driving force in our hotel for our Brilliant Hosting Program and true champion of our guest experience. Lucy has taken to her first Management role extremely well and quickly established herself as a respected and valued member of the Management Team. Leading from the front and by excellent example Lucy has energised and engaged the Front Office team, increasing her departmental Engagement Score (as measured by our annual Marriott Engagement Survey) by a huge 56% making her team the most highly engaged operational department in the hotel.



EMPLOYEE OF THE YEAR – HEART OF HOUSE



**Kayleigh Fox – HR Co-ordinator
Marriott Hotel**

Kayleigh is an enthusiastic and highly effective HR Co-ordinator with a passion for both hospitality and the profession of Human Resources. Kayleigh has built exceptional relationships with both our associates and managers and provides high quality front line HR support to our business. Kayleigh is a role model and great ambassador for our company and the industry acting as a key coach, mentor and business partner. Kayleigh plays a pivotal role in supporting and encouraging great relationships and positive thinking within the hotel, ensuring our associate are engaged. In 2016 we have increased our Associate Engagement (as measured by our annual associate survey) by 18% points and Kayleigh plays a key part in impacting this score through her work with our associates and managers

**Jan Bramwell – Assistant Housekeeping Manager
Holiday Inn Express**

Jan has worked at the hotel now for just over 10 years, during which time she has always worked within the housekeeping team. Progressing from Floor Supervisor to Assistant Housekeeping Manager, Jan always displays excellent quality standards and a real passion for what she does, this is evident in the work that she does and the expectation she has of the room attendants. The hotel is always getting praised for its excellent cleanliness and housekeeping standards through, of which Jan is a part of delivering these standards. Jan is a great support to the Housekeeping Manager, ensuring the department runs smoothly in her absence and standards are up held consistently as well as supporting colleagues from other departments around the hotel. Jan is a real pleasure to have as part of the team.



**Kate Foster – Communications Manager
Hope Street Hotel**

Sometimes the most obvious is hidden right in front of you! While choosing other colleagues for this award it was a dawning that actually it was our colleague putting others forward who was the perfect candidate. A work colleague who know everyone's name and names of children, who reminds her colleagues to say thank you and opens the door for everyone. Who picks out reusable items from bins, pats every guest's dog and will warmly exhort her colleagues with the Hope Street Hotel way.

EMPLOYEE OF THE YEAR – FRONT OF HOUSE (Sponsored by Halewood Wines & Spirits)



**Curtis Kendal – Brasserie Supervisor
The Malmaison**

Curtis was a shining star at the heart of our Brasserie team simply as a waiter. The hours of commitment he's shown and his attention to detail soon shone through and earlier this year he was promoted to Brasserie Supervisor. He has always shown he possesses the right attributes to succeed in the hotel industry by demonstrating his ability to surpass customer needs and expectations. He was regularly winning every upsell challenge or mystery dinner award and his name was the one we saw regularly on Trip Advisor for all the right reasons. He clearly loves every aspect of his role. A true asset to the hotel and to the City of Liverpool. What a guy!

**Amy Wilson – Conference & Banqueting Manager
Hope Street Hotel**

Amy Wilson is a credit to Hope Street Hotel and everyone should have an Amy. We know this but it is also a regular refrain from our customers, wedding parties and clients. She leads a team with energy, enthusiasm, laughter and super empathy - elements that a job description can only hope for but Amy has it large.



**Katie Brown – Receptionist
Pullman Hotel**



Katie was successfully appointed to the role of receptionist with Pullman as part of the opening team. Throughout the initial training stages it was clear Katie was one of the stronger team members and had a natural and effortless ability to support her fellow new colleagues through training. She is well respected and well-liked by all due to her calm, professional and knowledgeable attributes. Katie's smile embodies everything Pullman is all about, she loves her job, is proud of her City, loves and cares for every customer interaction and is a genuinely friendly, happy and charismatic person.

**Adam Chean – Guest Relations Representative
Staybridge Suites**

If you ask any of our regular guests who's face first comes to mind when they're asked about Staybridge Suites Liverpool – it would not be the General Manager, or Sales Manager, it would be our long serving Guest Services Representative, Adam.

I have been blown away by his passion for delivering truly exceptional guest experiences – he has the rare knack to infuse playfulness with professionalism which I have never come across. Reliable, clever, dynamic and always smiling, Adam is destined for an exceptional future in our industry.



EMPLOYEE OF THE YEAR – UNSUNG HERO

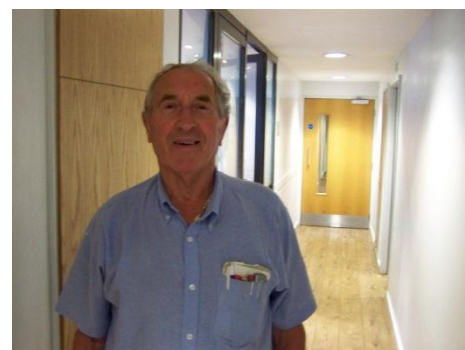


**Graham Donnelly – Kitchen Porter
The Liner**

Graham Donnelly is a true example of an Unsung Hero. His role as a Kitchen Porter at The Liner Hotel is crucial to ensure the smooth running of the Catering operation. Working across three kitchens, his passion for a clean and safe kitchen and unrivalled level of assistance allows the Catering and Operations team to perform to their optimum level. His cheery and helpful personality and totally unassuming character make him a pleasure to work with.

**Wavell Wright – Maintenance Engineer
Bridgestreet Liverpool One**

Wavell is a brilliant member of the team who contributes as much to profit as the Sales team do. He is methodical and has an ability to understand the future problems before they manifest themselves ensuring the guest has a stay that delivers their expectation.



**Nick Gaskin – Kitchen Porter
The Liner Hotel**

Quite simply, Nick will take on and complete any task posed to him. All the unpleasant duties that others wince at the thought of, Nick will complete without a second thought.

A character who will go out of his way to help others, at times demonstrating incredible patience and understanding. You could argue at times his role lacks glamour, yet from the smile on his face, the warmth he shows towards colleagues and guests alike and the obvious pride taken in the execution of his work, this nomination should acknowledge the fact that Nick's role as unsung hero is imperative to the success of this hotel.

EMPLOYEE OF THE YEAR – YOUNG CHEF (Sponsored by Marketing Liverpool)



**Will Wilson – Commis Chef
Malmaison Hotel**

Will left school to join Hugh Baird College and studied Professional Cookery – a passion he'd always loved. Whilst studying, Will spent his spare time learning his trade in Bistro Verity, a Brasserie in Birkdale near the famous Golf Course in Southport. In his final year at college, he decided to move on and spent 5 days studying and one day working at Malmaison.

In amongst a team of a dozen well established chefs, Will has settled well and certainly doesn't stand out for the wrong reasons. If anything, his hunger, flair and passion was evident to see. Under the wing of Aaron Thomas, Head Chef at Mal Liverpool, he has developed and grown as an individual so much so that in April 2016 he was awarded the title of **Apprentice of the Year at Hugh Baird College**, fending off some 200 other hungry students.

**Zi Jing Lee – Chef de Partie
Hilton Hotel**

Zi has been promoted from Commis Chef to Demi Chef de Partie and then to Chef De Partie within 12 months. She is one of the most dedicated members of the team and she is very talented, creative, passionate and caring. She works extremely well as a member of the team. Zi is a great leader for her level and continues to impress.

I am honoured to have such a great individual within my team and look forward to watching Zi further develop and progress in her career.



**Tom Caldwell – Senior Chef de Partie
Hope Street Hotel**

Tom Caldwell is a hardworking and determined 21 year old. His passion for ingredients, cooking and the managing of a kitchen has taken him from commis to senior chef de partie in a remarkable two years in a 2 AA Rosette restaurant - The London Carriage Works. With the respect and trust of Executive Head Chef Dave Critchley he has grown into a mature and respected colleague with a popular reputation before and behind the pass.



**Kaitlyn Black – Chef de Partie
Pullman Hotel**

Kaitlyn joined the Pullman Liverpool Kitchen brigade as part of the hotels opening team. When initially meeting Kaitlyn throughout the recruitment stages it was evidently clear that Kaitlyn not only possesses an abundance of passion for cooking but also was able to display a rare insight in to food science. It is clear that Kaitlyn takes pride in her theoretical knowledge and the ability to transfer that in to exciting, innovative and creative new dishes.

Pullmans Head Chef Chris Jones believes Kaitlyn to be one of the most talented young chefs he has ever come across due to her passion, her drive and her impressive ability to challenge both the kitchen and front of house team to achieve the highest standards possible.



SALES PERSON OF THE YEAR (Sponsored by Fisher AV)



**Michelle Brunskill – Sales Manager
Staybridge Suites**

Your key sales role/person is vitally important in any hotel, but in such a corporate orientated hotel such as Staybridge Suites it is even more so – that’s why we are so lucky to have such an excellent Sales Manager in Michelle Brunskill. Michelle’s main attributes are her calmness and her organisation skills. Whether it be liaising with key account contacts or organising internal events – her professionalism always shines through. Working proactively, or retrospectively, it doesn’t matter, Michelle always delivers what she promises.”

**Tom Roderick-Holland – Reservations Supervisor
Holiday Inn Hotel**

Tom’s a very popular member of the hotel team who has put into place a superb strategic focus for our Revenue Team. He’s devised new systems to measure performance and set challenging goals for future accommodation sales. Over the past year he has challenged existing room’s management practices and has influenced me in revenue management decisions; often proving himself right along the way! I also respect the way in which Tom can take calculated risks in revenue management but also have the humility to reflect on outcomes. Hotel financial success this year is attributed to Tom’s work in growing Revp



**Natalie Weston – Sales Manager
Marriott Hotel**

Natalie started her career in event management and quickly rose to the position of Senior Events Manager. In September 2015, she was promoted to Sales Manager here at the Liverpool Marriott.

Natalie works tirelessly to update her knowledge of the hotel’s products whilst also keeping a keen eye on our competitors. As Sales Manager, she has been instrumental in driving both rate and occupancy, showing a 13% increase in market share in the first quarter of 2016, earning her the Hotel’s Manager of the Quarter Award.



EMPLOYEES OF THE YEAR – TOP TEAM (Sponsored by Liverpool One)



Housekeeping Team – Staybridge Suites

We thought long and hard about whom to nominate for this award, and it could have been my management team, our guest services team, or our maintenance team – however when I read the award criteria we just had to choose our Housekeeping Team. Always making their job fun, by working as such a tight unit and living by their ethos of “never leaving a man behind” means they always deliver exceptionally clean suites, achieving some amazingly high cleaning scores in all available metrics.”

Community Team – Jurys Inn

For three years running the Community Team in Jurys Inn Liverpool has fundraised regularly for various charities, culminating in one large annual event which is supported by the whole team in the hotel and our clients. In addition the team seeks out new opportunities to support local charities. We currently help to provide respite for carers as part of the Liverpool Carers Centre scheme, My Time and donating our bedroom furniture to the British Heart Foundation during our refurbishment programme. The team consists of Denise Watts, Megan McGuinness and Hannah Condon

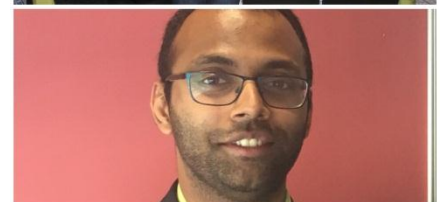


Front Office Team – Marriott Hotel

The first point of contact for many of our guests is our Lobby and our Front Office Team truly lead from the front and by excellent example. The team has varied and valuable customer service experience within it and the one thing that is absolutely true of every single member is the desire to serve our guests with passion and pride. Pride in the company, their hotel, the city and in themselves.

Front of House Team – Holiday Inn Hotel

Our award winning Front of House team have been central to raising the profile of our hotel within the Holiday Inn brand. The team’s consistently scored well above brand average for efficiencies in check-in, check-out, concierge knowledge and, most importantly, staff friendliness. Through fantastic team spirit, they work extremely well together with the goal of welcoming all our guests to Liverpool and giving best first impression of the City. The staff care for each other and bring together individual qualities to create a strong, successful team. They’re a pleasure to work with and our hotel’s a better place through them.





JUDGES AWARD – Announced on the night

OUTSTANDING CONTRIBUTION AWARD (Sponsored by NatWest and Worldpay)

- Announced on the night

Good Luck To All