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WE ARE DELIGHTED TO ANNOUNCE THE NAMES OF THE FINALISTS FOR THE LHA AWARDS 2017

EMPLOYEE OF THE YEAR – RISING STAR (sponsored by Know Hospitality)



Callum Don
F&B Team Leader, Hilton Liverpool

Callum started working in the hotel in 2015 after finishing a hospitality course in College. He quickly showed that he was passionate about hospitality and had a desire to develop his career in hotels. Popular with managers and peers he won 'hardest working team member' in April 2016 and was promoted to Food and Beverage Team Leader in our Conference and Events Department. Callum also secured himself a place on the Hilton Management programme which he completed in August 2017.

Daisy Tipple
Front of House Crew, The Liner Hotel

Daisy Tipple is a delightful member of the Front of House Crew at The Liner Hotel and a perfect example of a Hotel Receptionist. After joining us from McDonalds with no hotel or hospitality experience, Daisy has taken every step to swiftly become a competent and reliable member of the team. Her commitment to the role is outstanding and her personal presentation and positive attitude reflects this commitment. Her desire to progress within the industry and commitment to the role make her the perfect rising star with The Liner



Matthew Griffin
Brasserie Manager, Malmaison Hotel



Matthew is currently Bar & Brasserie Manager at Malmaison and has been in this role for 8-9 months now. He is representing Liverpool on the Malmaison/Hotel du Vin Aspiring Leaders Programme and has been singled out already at the age of 24 as a Malmaison GM of the future. Matthew is passionate, fun loving and has a motivational personality - simply one of those team members you wish you had 10 of. His appearance is exceptional, his communication and development skills superb and his ability to motivate his team of 30 youngsters is unquestionable. He really is a rising star. A young leader who has progressed through the ranks, still as keen today as he ever was to succeed and be the best he can be in this wonderful city of ours.



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Megan Roberts
Waitress, The London Carriage Works

Joining us when she was just eighteen, Megan soon showed a natural flair for customer service and a drive to do well in the industry. Since then Megan has taken every opportunity to improve her knowledge and service skills ensuring she will have a very bright future. Any training session we put on you can guarantee Megan will be there, and she has recently completed her level 2 hospitality award which she did alongside her usual working hours. She has become a core, respected member of the team who is definitely going places



Megan Roberts
Waitress

EMPLOYEE OF THE YEAR – FRONT OF HOUSE (Sponsored by Local Living Liverpool)



Cristina Fabian
M&E Supervisor, Radisson BLU Liverpool

Cristina is a true Shining Star, her passion for not just Meeting & Events, but hospitality is infectious. She does everything with a smile on her face, encouraging team members daily by igniting motivation, showing new ideas, and spreading her work ethic to others! Cristina genuinely cares about what she does, working extra hours to make sure that a corporate event is the best it can be, or spoiling a bride on her wedding day to make it more perfect than it already was. A guest summed it up; Cristina is a god send; recognised from her peers, Senior Management, and her clients and guests. I am excited to see Cristina develop and grow with Rezidor - a true winner in our eyes!

Daniel Healey
Front of House Supervisor, The Liner Hotel

As Front of House Supervisor at The Liner Hotel, Daniel Healey has shown an absolute dedication to his department and provides a calm and committed attitude to his role. Daniel has improved guest satisfaction, increased team morale and been a constant support to all departments including the management team. His desire to progress within the industry and commitment to the role make him the perfect candidate for Employee of the Year with The Liner Team





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David Nelson
Doorman/Concierge, Hard Days Night Hotel

David Nelson is an ex service man who joined the hotel as a doorman in October 2013. Dave very quickly became the face of Hard Day's Night, making a big impression on hotel guests from around the world. His day to day duties include welcoming guests to the hotel, arranging transport, directing to local attractions, helping with luggage and recommending local bars/restaurants. David is frequently praised by hotel guests on Trip Advisor with 141 positive mentions during his employment. He is a well-known and well-loved member of the Hard Days Night team and always goes out of his way to ensure he builds a relationship with all departments and team members.



Danielle McLoughlin
Guest Service Representative, Staybridge Suites Liverpool

Danielle McLoughlin is Guest Service Representative at Staybridge Suites Liverpool, owned and managed by Cycas Hospitality. Danielle consistently delivers a Positively Outrageous Service to her guests and inspires her colleagues to do the same. Innovating speedy breakfasts and Queen of handling the unexpected, nothing fazes Danielle. National brand IHG has recognised her and her team with their 96.21% score on the front desk, collated from customer feedback. She is an invaluable and irreplaceable member of the Staybridge Suites Liverpool team.



EMPLOYEE OF THE YEAR – HEART OF HOUSE (Sponsored by PixelTree Media Design)

Chris Worsfold
Accounts Assistant, Richmond Hotel

Chris is a glowing example of what makes a great young employee; hard work, dedication and 100% reliable which makes Chris a real asset to the hotel. He has excellent working relationships throughout the organisation and is a great support to departments offering assistance where required and seizes every opportunity to grow and develop both personally and professionally.





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Elaine Henney
F&B Assistant, Staybridge Suites

Elaine Henney is the Food and Beverage Assistant at Staybridge Suites Liverpool, owned and managed by Cycas Hospitality. Elaine represents the best of the hospitality industry, with her infectious enthusiasm, boundless energy and willingness to always go the extra mile for guests. Her passion for what she does shines through each and every day and no task is too great for Elaine when it comes to improving the guest experience. She inspires her fellow team members to be the best they can be and offers invaluable encouragement and entertainment

Paul Kelly
Maintenance Engineer/Painter, Titanic Hotel Liverpool

Paul Kelly – Maintenance Engineer is roughly translated to ‘Heart of House’! Paul’s commitment to his role together with an extremely cheerful working attitude not only gets the job done with productivity like no other, but sprinkles joy on the entire team as he goes through the building. Self-motivated and self-developing, Paul has taken on tasks that would normally be carried out by external contracts including PAT Testing on electrics and operation of scissor lifts and cherry pickers. A keen eye for detail, Paul ensures that all is in working order for our guests, a clean, well maintained hotel would be his battle cry!



EMPLOYEE OF THE YEAR – UNSUNG HERO (Sponsored by Brabners Solicitors)



Connor Campbell
Assistant Financial Controller, Pullman Liverpool

Connor is very much a team player and is heavily focused on streamlining financial processes to enhance efficiency, ease of use and ultimately profitability without compromising standards or service. Connor is committed to working as part of a team and is quick to offer help and support when needed with all departments across the Hotel. He particularly supports the hotel's reservations and sales department to enhance accuracy of guest bills; he has a strong conscientious understanding of customer service and expectations, a value rare to find in back of house support roles.



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Heather Rudge

Financial Controller, Crowne Plaza Liverpool John Lennon Airport

Heather Rudge is dogged, determined yet pragmatic on her approach to the financial management of the hotel. Her passion to get the best and strive for perfection is clear, and yes, she doesn't half take it personally when it goes wrong – a true reflection of her passion.

Heather is one of the most popular members of the team; she has the respect of all who work for her and who she works for. She has recently started supporting other properties to install best practice to help them on the road to recovery from not having enough cash to buy the teaspoons!

Phillip Griffiths

Accounts Assistant, Hard Days Night Hotel

Accounts positions may not be as rewarding as a guest handshake and a thankyou as they leave, but in hospitality we all have a role to play to ensure that the guest experience is the best that it can possibly be. Phil delivers that in abundance, he is always keen to help any department or colleague that requires his knowledge and help. He faces any challenges that are encountered and he completes them with a continuing eagerness.



EMPLOYEE OF THE YEAR – YOUNG CHEF (Sponsored by Robinsons Brewery)

Laura Clews

Senior Chef de Partie, Malmaison



Laura started with us back in 2013 as a commis chef learning her trade whilst still studying at college having previously only worked in Matalan retail. Her amazing personality and local scouse charm soon became the heartbeat of the mal kitchen and the entire hotel team fell in love with her from more or less day one. She acted like a sponge, taking in everything she possibly could from the more senior guys, always asking questions and wanting to know how to do things. So keen to learn and develop which is so exciting and refreshing to see.

Still full of fun and enthusiasm Laura has now been with us for almost 4 years and having successfully been promoted twice, she has fallen in love with the idea of becoming a real superstar with us and is certainly showing me and the team at Mal Liverpool she means business. A real star now and for the future within our hotel, and a lovely genuine girl too.



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Helen Wickenden
Chef de Partie, Titanic Hotel Liverpool

Helen is a true inspiration within our Hotel and Kitchen. Her past high status experience coupled with her experiences of working at the Titanic Hotel Liverpool sets her aside many, yet her warmth and generous personality towards her work colleagues and her total professionalism makes her an absolute joy to work with. Her total commitment from day one to the success of the kitchen and hotel has been astounding. She is a real trail blazer, making her mark and positive imnpressions on both her current achievements and her future opportunities and goals.

Arvin Merto
Commis Chef, Pullman Liverpool

Arvin joined the Pullman Liverpool Kitchen brigade as part of the hotels opening team in late 2015, Arvin clearly demonstrated a passion for food and a keen desire to learn and develop in a fast paced pressurised environment. When Arvin joined Pullman Liverpool it was clear he needed to adapt to high standards and the pressure of opening a new Hotel Restaurant, a challenge that Arvin rose to with great success, building credibility within a strong established brigade experienced senior chefs. Arvin has now built his own reputation for leading on Garnish section and introducing truly show stopping dishes to the Al a carte menu at Dukes Restaurant



Aziz Alleyne Hughes
Commis Chef, Crowne Plaza Liverpool John Lennon Airport

Aziz has been recently signed up for Kew Green Chef School and has grabbed the opportunity with both hands; he is thriving in the kitchen because of this investment put into him. He often comes up with specials for the menu and is confident and competent in delivering new dishes.

Aziz grasps new menu launches professionally and eagerly and can adapt to any given situation in the kitchen. Aziz continually comes up with new ideas and training the young apprentice chef in all aspects of the pastry section. When Aziz is not at work he is at home trying out new ideas to bring into the kitchen.



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EMPLOYEES OF THE YEAR – COMMUNITY CHAMPIONS (Sponsored by Robinsons Brewery)



Enda Rylands
General Manager, Ramada Plaza Southport

Enda is the General Manager of the Ramada Plaza Southport. He is a board member of many local enterprises including Southport BID, Liverpool Chamber, Southport Hotels Association and England's Golf Coast to name a few.

A huge ambassador of the local community he also is the chairman of a local charity "The Community Link Foundation". Raising thousands of pounds and re gifting that back into local people and business that need it. Enda also cycled 75miles in one day from Southport to Blackpool return, raising much needed funds for this great charity. A real **Community Champion**.

Welfare & Culture Committee
Pullman Liverpool

The committee are passionate about caring for the community we operate in. In April 2017 the committee embarked on a project "growing the future" the project initiated a healthy eating agenda with local children. The committee worked closely with local children developing a healthy eating menu book with a selection of easy to follow recipes that can be made from home grown garden fruit and vegetables. Committee members along with chefs from Pullman Liverpool spent time at a local community centre holding an interactive cookery session showing the children how to make the dishes from fruit and vegetables grown at local veg gardens.



SALES PERSON OF THE YEAR (Sponsored by Fisher AV)



Sarah Johnson
Sales Manager, Hilton Liverpool

Sarah Johnson has been with Hilton Liverpool for 6 years and began working in Guest Relations. Sarah's professional and friendly manner with the guests did not go unnoticed and she was quickly moved to be Front Office Supervisor. During her time as Front Office Supervisor, Sarah was one of our top sellers and also developed good working relationships with many of our corporate clients and as a result of this she became our Sales Manager in August 2015 and has since secured some of the hotels biggest contracts and sales.



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Emma Hughes

Reservations Manager, Holiday Inn Liverpool City Centre

In 2017, Emma has progressed into a leadership role and her passion for success has had a positive effect on the team and results. Emma has made revenue management and price setting more strategic. Her analytical approach has been explained and shared to all levels of the team so they are empowered and informed for decision making. Through a careful analysis of results and market price sensitivity, Emma has been able to increase the confidence of the revenue team to push for improvements in Revpar beyond 2017 expectations.

Emma Crawford

Wedding & Events Sales, Richmond Hotel

Emma is very positive and a real team player. She thrives on meeting and achieving targets and is motivated by providing all guests with the best experience possible. Her passion for what she does is evident. Highly presentable at all times and willing to offer assistance in all departments as and when required. She is well liked amongst her colleagues and is very well respected amongst the senior management team. Emma has a real passion for hospitality and will no doubt continue to develop and grow in her already glowing career!



EMPLOYEES OF THE YEAR – TOP TEAM (Sponsored by ReggieRooms)



Front Office Team – Hilton Liverpool

The Front Office Team at Hilton Liverpool is headed by Ashish Juneja who is the Front Office Manager with the support of his assistant Nicola Brady. The team has 15 team members from Receptionists to Night Porters and are the main point of contact for guests to the hotel. They are highly regarded by Hilton as they are always in the top league tables for guest satisfaction scores and membership enrolments.

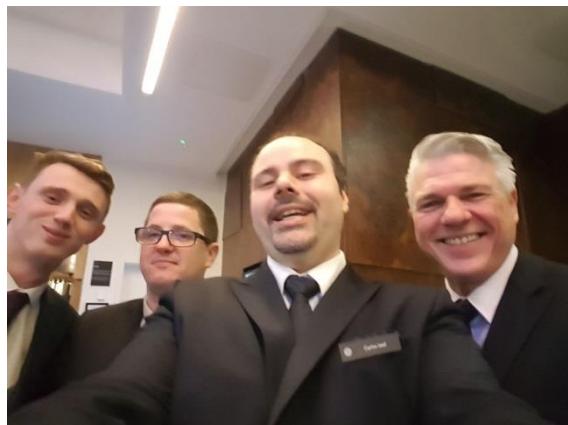


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Nights Team – Pullman Liverpool

Pullman Liverpool Nights Team has shown tremendous consistency both in their application and indeed the execution of a busy Nights service 365 nights a year. The team have one of the toughest jobs in the hotel; it's their job to give all guests who visit the Hotel a great start end and start to their day by being knowledgeable, timely and full of energy during unsociable hours of the night. The team have been led by Carlos Leal since December 2015 and each team member has clearly grown tremendously in their ability under his guidance and support.



Sales Team – Liverpool Marriott Hotel

The Liverpool Marriott Sales Team is our 'Top Team' for 2017. Small but powerful; they are true masters of their craft and have a phenomenal impact on our hotel and our success! They may be not be the largest team in the hotel but their presence is felt in every area of the business.

Natalie, Sarah, Koreen, Diane and Anca are focused, committed, professional and highly engaged in their roles - they are our very own 'Superheroes' and secured over 100K of additional business for 2018 during our recent 'Sales Blitz Week' whilst dressed as Teenage Mutant Ninja Turtles!.

Welcome Home Team – Staybridge Suites Liverpool

The team work at Staybridge Suites Liverpool begins and ends with a smile. Guests are welcomed and adopted into a home rather than a hotel and the team deliver a positively outrageous service which oozes genuine Liverpudlian hospitality.

The innovative approach to customer service, which includes popular Social evenings, has helped to stand the team apart. Whilst successfully juggling the challenges of a major refurbishment, The Welcome Home Team have continued to delight everyone, maintaining consistently high scores for Guest Satisfaction and ultimately offering up a little piece of Liverpool for guests to take back to their real homes!



INDEPENDENT RESTAURANT WINNER – Announced on the night

INDEPENDENT BAR WINNER – Announced on the night

JUDGES' AWARD – Announced on the night

MAYOR'S AWARD - Announced on the night

GOOD LUCK TO ALL!!!