



Rudding Park

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RUDDING PARK TRIUMPHS OVER HOSPITALITY GRAND DAMES AT 2007 HOTEL CATEY AWARDS

- Winner of Front of House Team of the Year 2007 -



14 November 2007 - Rudding Park has beaten legendary hotels Gleneagles and The Lanesborough to win the **Front of House Team of the Year** award at the 2007 Hotel Cateys held in London last night.

The awards, launched by leading hospitality trade publication *Caterer & Hotelkeeper* earlier this year, are designed to allow hoteliers to celebrate the achievements of their staff and give them industry-wide recognition.

The results were revealed last night at a glittering dinner at The Hilton on Park Lane for over 300 of the most important, influential and talented hospitality professionals in Britain.

The Front of House Team of the Year award recognises teams operating at the heart of the hotel and who are the face of the hotel. The category is judged by a panel of hospitality experts on a selection of criteria, including the ability to demonstrate first-class customer service skills and the ability to remain calm under pressure, while giving good attention to detail.

Rudding Park's team comprises a Front of House Manager, a Reception Manager, a supervisor, five receptionists, a reservationist, two night porters and two day porters – a total of just 13 people. The total length of service is an impressive 60 years, an average of four and a half years per person, and three of the team have been with the hotel since it first opened in Spring 1997.

Simon Mackaness, Chairman of Rudding Park says, "The Hotel Cateys are amongst the most prestigious awards in the industry and we are thrilled that Rudding Park's continued commitment to high standards of customer service has been recognised in the face of stiff competition. This award is a fitting testament to the hard work and dedication of our talented Front of House Team."

Notes to Editors:

RUDDING PARK

Rudding Park is privately owned by Simon Mackaness and his family. Over the last 30 years, a comprehensive programme of improvement and redevelopment has been carried out, which includes the opening of Rudding Holiday Park in 1978, the renovation of Rudding Park House in 1987 and the subsequent opening of the 50-room hotel in 1997.

The estate also comprises an 18 hole, par 72 golf course set in mature Parkland, complemented by an 18 bay floodlit driving range and Golf Academy. A new development of 18 luxury holiday lodges adjacent to the golf course opened in May 2006 and a six-hole short course will open in April 2008.

THE FRONT OF HOUSE TEAM

Below is a brief synopsis of some of Rudding Park's longer serving staff:

Lisa Watkinson, Front of House Manager, joined Rudding Park as a receptionist in 1997. She has progressed steadily through the ranks to become a first class Front of House Manager, respected by both the staff and guests. Her friendly manner is loved by the guests, and is an excellent example for the younger members of the team

Julia Featherstone, Reception Manager, also joined Rudding Park as a receptionist prior to the hotel's opening in 1997. Julia spent three years as the hotel's marketing assistant from 2000 before returning to the front desk to take up the position of Reception Manager as she missed the interaction with the guests. Her years in marketing provided her with a valuable insight into all areas of the business. Julia, together with Lisa, is key to the motivating, coaching and training of the front office team.

As the first night porter at Rudding Park, **Paul Bairstow** has just received his ten year service award. He is consistently reliable and always works to the best of his ability. Paul is especially good with guests, always able to find a topic of conversation to engage them in.

Steve Mahon, Reception Supervisor, joined Rudding Park in 2003 as a Management Trainee on the in-house training scheme. Having worked through all of the departments Steve chose to take up a final position in reception as he enjoyed the level of guest liaison. Steve is a highly valued member of the team because of his operational knowledge of all departments within Rudding Park. He is keen to assist in other departments if demand requires.

Ross Tatham, Receptionist, also started at Rudding Park on the in-house Management Training scheme in 2004. He experienced all aspects of the business throughout his two year long programme before deciding that reception was where he wanted to begin his hospitality career. He wants to gain a full understanding of each department before moving in to General Management.

Toni Fernandes, Receptionist, began work at Rudding Park as a hall porter in 2004. After a year Toni felt it was time to expand his knowledge of the hotel industry and joined the reception team. He has risen to the challenge with an infectious enthusiasm, always putting our guests first. Toni will always endeavour to find a solution to a problem, without involving a Duty Manager.

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