



IRISH HOSPITALITY INSTITUTE

FOUNDERS' BANQUET  
&  
HOSPITALITY MANAGEMENT AWARDS 2017

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**Thursday 23rd November 2017**

Clayton Hotel Burlington Road



**CLAYTON**  
HOTEL  
BURLINGTON ROAD

**Be Progressive - Be Entertained - Be Recognised - Be Part of Us**



## OUR STORY...

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The Irish Hospitality Institute (IHI) is the professional body for Managers & aspiring Managers within the Hospitality and Tourism Industry in Ireland.

Established in 1966 to promote professional development within the Irish Hospitality Industry, the IHI's reputation as a membership organisation promoting quality standards, spans over 50 years.

Our role is to assist and encourage our members to take responsibility for their own development, to facilitate education, networking, recognition and career advancement and to promote excellence in the Hospitality Industry on the Island of Ireland.

### **OUR MISSION...**

**“To lead and encourage Hospitality Professionals to generate knowledge, to take responsibility for their own development and delivery a World Class Service”.**

## THE IHI HOSPITALITY MANAGEMENT AWARDS 2017

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The IHI Hospitality Management Awards is a prestigious annual event that recognises the contribution to the Industry by Hospitality Professionals.

By nominating your manager/s or colleague you will be recognising their commitment and professionalism to industry and affording them the opportunity to receive one of these sought-after awards.

On this special evening, the IHI also recognise industry professionals with:

- Enrolment to the College of Fellows
- Life time achievement award

### **KEY DATES:**

- Closing Date for Nominations Monday 31st July 2017
- Interviews to held from Tuesday 12th, Wednesday 13th and Thursday 14th September
- Candidates will be advised of interview date and time from week commencing 21st August.
- IHI Founders Banquet and Hospitality Management Awards 2017 - Thursday 23rd November 2017



## APPLICATION PROCESS

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Applications are open to all IHI Members who are entitled to submit nominations. If you are not an IHI Member and wish to nominate, contact the IHI office for Membership details on 01 662 4790.

A panel of IHI Judges is made up of senior industry figures working to shortlist a minimum of 3 to a maximum of 8 candidates per category.

The successful short-listed candidates are called to interview. Each nominee is scored by the judging panel based on their interview and the winner of each award is announced at the IHI Founders Banquet and Hospitality Management Awards.

## AWARD CATEGORIES 2017

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Hospitality Graduate of the Year	5
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## AWARD WINNERS 2016

Hospitality Graduate of the Year: Ian Madden, Radisson Hotel Cork  
Young Hospitality Manager of the Year: Emer Mulcahy, Ashford Castle  
Hospitality Lecturer of the Year: Michael Crossan, IT Tralee  
Hospitality Manager of the Year - Human Resources: Lorraine Hanahoe, Dalata Hotel Group  
Hospitality Manager of the Year - Catering: Yvonne Pugh, Aramark  
Hospitality Manager of the Year - Environmental & Facilities: Gerry Eustace, Croke Park Hotel  
Hospitality Manager of the Year - Revenue: Lynn Sharkey, Double Tree by Hilton  
Hospitality Manager of the Year - Training: Aine Doyle Dalata Hotel Group  
Hospitality Manager of the Year - Finance: Keith Rynhart, Dalata Hotel Group  
Hospitality Manager of the Year - Food & Beverage: Sinead McCarthy, The Brehon  
Hospitality Manager of the Year - Sales and Marketing: Karina Dunne, Druids Glen Resort  
Hospitality Manager of the Year - Hotel: Des McCann, Clayton Hotel, Dublin Airport



Emer Mulcahy, Ashford Castle



Ian Madden, Radisson Hotel Cork



Michael Crossan, IT Tralee



Lorraine Hanahoe, Dalata Hotel Group



Yvonne Pugh, Aramark



Aine Doyle, Dalata Hotel Group



Lynn Sharkey, Double Tree by Hilton



Gerry Eustace, The Croke Park



Sinead McCarthy, The Brehon



Keith Rynhart, Dalata Hotel Group



Karina Dunne, Druids Glen Resort



Des McCann, Clayton Dublin Airport



## HOSPITALITY GRADUATE OF THE YEAR

### WHO SHOULD BE NOMINATED?

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Colleges and Institutes of Technology will be invited to nominate graduates from all Hospitality Management programmes whom they believe demonstrated creativity in an academic environment and displays an aptitude for success. Please note, all nominations must be endorsed by a current Irish Hospitality Institute Member.

### CRITERIA

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Nominations should be made by a College representative. Following receipt of completed nominations, a shortlist will be drawn up by an independent industry representative adjudication panel. Shortlisted candidates will then be invited to interview.

**NB: Interviews for the shortlisted candidates for all categories will be held between the 12th to 14th September 2017. Shortlisted Candidates will be notified three weeks prior to their interview date and must be available to attend for interview.**

### ELIGIBILITY

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Nominees must be graduates of the 2016 graduating class from a Hospitality Management programme up to and including Honours Degree level.

### NOMINATION

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Candidates for this award must be nominated by a College or Institute of Technology representative who is a current member of the Irish Hospitality Institute and who has detailed knowledge of the candidate's academic performance. **Final closing date for nominations is Monday 31st July 2017.**

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## YOUNG HOSPITALITY MANAGER OF THE YEAR

### WHO SHOULD BE NOMINATED

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Young Managers in the Irish Hospitality Industry at general, deputy or departmental levels.

### CRITERIA

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Nominated candidates will have demonstrated an exceptional ability to manage and fulfil the objectives for which they are responsible. They will have displayed an ability to maintain good relations with customers, personnel and their peers and have a proven ability to motivate and lead. Following receipt of completed nominations, a shortlist will be drawn up by an independent industry representative adjudication panel. Shortlisted candidates will then be invited to interview.

**NB: Interviews for the shortlisted candidates for all categories will be held between Tuesday 12th to 14th September. Shortlisted Candidates will be notified three weeks prior to their interview date and must be available to attend for interview.**

### ELIGIBILITY

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Candidates must have at least two years' experience in a management position at any level and be aged 30 or younger on the final date for nomination.

### NOMINATION

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Candidates for this award must be nominated by a current member of the Irish Hospitality Institute and who has detailed knowledge of the candidate's professional ability. **Final closing date for nominations is Monday 31st July 2017.**

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## IHI HOSPITALITY EMPLOYEE OF THE YEAR AWARD

### WHO SHOULD BE NOMINATED

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Any employee that has demonstrated outstanding service and commitment to your Hotel/ Organisation.

### CRITERIA

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Nominated candidates will have demonstrated evidence of continuous improvement, commitment to exceeding brand standards, taken on additional internal responsibilities or roles, active participation in company initiatives & being an ambassador for their hotel/organisation.

They will have displayed evidence of personal development & have been internally recognised for being exceptional in their hotel/organisation. Following receipt of completed nominations, a shortlist will be drawn up by an independent industry representative adjudication panel. Shortlisted candidates will then be invited to interview.

**NB: Interviews for the shortlisted candidates for all categories will be held between Tuesday 12th to 14th September. Shortlisted Candidates will be notified three weeks prior to their interview date and must be available to attend for interview.**

### ELIGIBILITY

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Candidates must have at least two years' hospitality experience in any role.

### NOMINATION

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Candidates for this award must be nominated by a current member of the Irish Hospitality Institute and who has detailed knowledge of the candidates outstanding service and commitment to their organisation. **Final closing date for nominations is Monday 31st July 2017**

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## HOSPITALITY MANAGER OF THE YEAR - HUMAN RESOURCES & TRAINING

### WHO SHOULD BE NOMINATED

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Human Resource & Training Managers within an individual unit or who work in a group capacity.

### CRITERIA

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Nominated candidates will have demonstrated an exceptional ability to manage and fulfil the objectives for which they are responsible. The recipient of this award will have a proven record of people management skills with focused competences in the areas of Employee Recruitment & Retention, Training & Career Development, Conflict & Resolution and HR legislation. Evidence of continual professional development would be expected. Following receipt of the nominations a shortlist will be drawn up by an independent industry representative adjudication panel.

**NB: Interviews for the shortlisted candidates for all categories will be held between Tuesday 12th to 14th September. Shortlisted Candidates will be notified three weeks prior to their interview date and must be available to attend for interview.**

### NOMINATION

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Candidates for this award must be nominated by a current member of the Irish Hospitality Institute and who has detailed knowledge of the candidate's professional ability. **Final closing date for nominations is Monday 31st July 2017.**

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## HOSPITALITY MANAGER OF THE YEAR - CATERING

### WHO SHOULD BE NOMINATED

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Senior managers in the Irish Catering Industry at General, Deputy or Departmental levels in an individual or group role in all sectors in the Catering Industry.

### CRITERIA

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Nominated candidates will have demonstrated an exceptional ability to manage and fulfil the objectives for which they are responsible. They will be highly self-motivated with excellent interpersonal, leadership and communication skills and display an ability to meet challenging objectives. They will also have demonstrated a successful track record of developing food and service based initiatives in a sizeable catering operation renowned for its quality food offering. Evidence of continual professional development would be expected. From the nominations received a shortlist will be drawn up by an independent industry representative adjudication panel.

**NB: Interviews for the shortlisted candidates for all categories will be held between Tuesday 12th to 14th September. Shortlisted Candidates will be notified three weeks prior to their interview date and must be available to attend for interview.**

### NOMINATION

---

Candidates for this award must be nominated by a current member of the Irish Hospitality Institute and who has detailed knowledge of the candidate's professional ability. **Final closing date for nominations is Monday 31st July 2017.**

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## HOSPITALITY MANAGER OF THE YEAR – ENVIRONMENTAL & FACILITIES

### WHO SHOULD BE NOMINATED

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Senior Managers in the Irish Hospitality Industry who have made substantive environmental and facility improvements within the Industry, within an individual business or group, or who have facilitated or supported environmental best practice in Tourism.

### CRITERIA

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Nominated candidates will have demonstrated an exceptional ability to manage and fulfil the objectives for which they are responsible. The important criteria for this award are; the individual must have delivered an environmental programme of exceptional quality within a group or company or within the Irish Tourism Industry. Candidates will be able to demonstrate environmental improvements as a result of their actions and input. Candidates must be able to show how their performance has resulted in a sustainable environmental management programme. From the nominations received a shortlist will be drawn up by an independent industry representative adjudication panel.

**NB: Interviews for the shortlisted candidates for all categories will be held between Tuesday 12th to 14th September. Shortlisted Candidates will be notified three weeks prior to their interview date and must be available to attend for interview.**

### NOMINATION

---

Candidates for this award must be nominated by a current member of the Irish Hospitality Institute and who has detailed knowledge of the candidate's professional ability. **Final closing date for nominations is Monday 31st July 2017.**

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## HOSPITALITY MANAGER OF THE YEAR – REVENUE

### WHO SHOULD BE NOMINATED

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Revenue Managers at divisional level within their organisations.

### CRITERIA

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Nominated candidates will have demonstrated an exceptional ability to manage and fulfil the objectives for which they are responsible. The recipient of this award will have a proven record in Revenue Management for their business.

The Revenue Manager should be able to demonstrate clear, tangible actions that they have taken in the revenue management area to support and drive revenue and incremental revenue for their business. They must be responsible for sound financial and qualitative results in this area and be able to discuss how their revenue management strategy contributes to the overall success of their business. From the nominations received, a shortlist will be drawn up by an independent industry representative adjudication panel.

**NB: Interviews for the shortlisted candidates for all categories will be held between Tuesday 12th to 14th September. Shortlisted Candidates will be notified three weeks prior to their interview date and must be available to attend for interview.**

### NOMINATION

---

Candidates for this award must be nominated by a current member of the Irish Hospitality Institute and who has detailed knowledge of the candidate's professional ability. **Final closing date for nominations is Monday 31st July 2017.**

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## HOSPITALITY MANAGER OF THE YEAR – FINANCE

### WHO SHOULD BE NOMINATED

---

Managers in the Irish Hospitality Industry responsible for finance.

### CRITERIA

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Nominated candidates will have demonstrated an exceptional ability to manage and fulfil the objectives for which they are responsible. The important criteria for this award are: a demonstrable track record of achieving the highest standards in terms of forecasting and budgeting and ensuring financial regulations are met within the group or organisation. From the nominations received a shortlist will be drawn up by an independent industry representative adjudication panel.

**NB: Interviews for the shortlisted candidates for all categories will be held between Tuesday 12th to 14th September. Shortlisted Candidates will be notified three weeks prior to their interview date and must be available to attend for interview.**

### NOMINATION

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Candidates for this award must be nominated by a current member of the Irish Hospitality Institute and who has detailed knowledge of the candidate's professional ability. **Final closing date for nominations is Monday 31st July 2017.**

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## HOSPITALITY MANAGER OF THE YEAR – FOOD & BEVERAGE

### WHO SHOULD BE NOMINATED

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Senior Managers in the Hospitality Industry with responsibility for Food & Beverage.

### CRITERIA

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Nominated candidates will have demonstrated an exceptional ability to manage and fulfil the objectives for which they are responsible. The important criteria for this award are: a demonstrable ability to deliver excellent service quality, strong leadership ability and sound modern commercial judgment. The candidate will have proven to have positively impacted the organisations F&B service offering in terms of revenue, customer service and quality.

**NB: Interviews for the shortlisted candidates for all categories will be held between Tuesday 12th to 14th September. Shortlisted Candidates will be notified three weeks prior to their interview date and must be available to attend for interview.**

### NOMINATION

---

Candidates for this award must be nominated by a current member of the Irish Hospitality Institute and who has detailed knowledge of the candidate's professional ability. **Final closing date for nominations is Monday 31st July 2017.**

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## HOSPITALITY MANAGER OF THE YEAR – SALES & MARKETING

### WHO SHOULD BE NOMINATED

---

Senior Sales & Marketing Managers in the Hospitality Industry in an individual unit or group role.

### CRITERIA

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Nominated candidates will have demonstrated an exceptional ability to manage and fulfil the objectives for which they are responsible. The important criteria for this award are; a target driven individual with the proven ability to generate business development. The ideal applicant will be results driven and have strong analytical and data reporting skills. From the nominations received a shortlist will be drawn up by an independent industry representative adjudication panel.

**NB: Interviews for the shortlisted candidates for all categories will be held between Tuesday 12th to 14th September. Shortlisted Candidates will be notified three weeks prior to their interview date and must be available to attend for interview.**

### NOMINATION

---

Candidates for this award must be nominated by a current member of the Irish Hospitality Institute and who has detailed knowledge of the candidate's professional ability. **Final closing date for nominations is Monday 31st July 2017.**

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## HOSPITALITY MANAGER OF THE YEAR – HOTEL

### WHO SHOULD BE NOMINATED

---

Senior managers in the Irish Hotel Industry at General or Deputy Management levels in an individual unit or group role.

### CRITERIA

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Nominated candidates will have demonstrated an exceptional ability to manage and fulfil the objectives for which they are responsible. The important criteria for this award are; a demonstrable ability to deliver excellent service quality, strong leadership ability and sound modern commercial judgment. Evidence of continual professional development would be expected. From the nominations received a shortlist will be drawn up by an independent industry representative adjudication panel.

**NB: Interviews for the shortlisted candidates for all categories will be held between Tuesday 12th to 14th September. Shortlisted Candidates will be notified three weeks prior to their interview date and must be available to attend for interview.**

### ELIGIBILITY

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Candidates must have at least five years experience in a management position at any level and be aged 30 or over on the final date for nomination.

### NOMINATION

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Candidates for this award must be nominated by a current member of the Irish Hospitality Institute and who has detailed knowledge of the candidate's professional ability. **Final closing date for nominations is Monday 31st July 2017.**

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