



Press Release 29th November 2012.

DEIRDRE MCGLONE OF HARVEY'S POINT WAS ANNOUNCED HOSPITALITY MANAGER OF THE YEAR – HOTEL AT THE IRISH HOSPITALITY INSTITUTE FOUNDERS' BANQUET & HOSPITALITY MANAGEMENT AWARDS 2012.



L to R: Fergal O'Connell FIHI, President IHI, Deirdre McGlone, Proprietor/General Manager, Harvey's Point, Minister for Transport, Tourism and Sport Leo Varadkar T.D., Natasha Kinsella FIHI, CEO, Irish Hospitality Institute, Kevin O' Sullivan, The Editor, The Irish Times.

One of the most prestigious awards in the hospitality industry was awarded tonight (Thursday 29th November, at the Four Seasons Hotel, Dublin) to Deirdre McGlone of Harvey's Point, as she was awarded Hospitality Manager of the Year 2012- Hotel, at the Irish Hospitality Institute Founders' Banquet and Hospitality Management Awards 2012. The Gala Awards Ceremony was held at the Four Seasons Hotel, Dublin and presided over by this year's President of the Irish Hospitality Institute Fergal O'Connell FIHI (General Manager Fitzwilliam Hotel, Dublin.)

Attendees were greeted by Fergal O'Connell FIHI, as President of the Irish Hospitality Institute with a 'Cead Mile Failte', the greeting that offers 'One Hundred Thousand Welcomes', embodies the spirit of Irish hospitality, as the 2012 Hospitality Awards began. Fergal welcomes the Guest of Honour, the Minister for Transport, Tourism and Sport, Leo Varadkar TD, who whose wide-ranging portfolio embraces two industries which are vital to our economic recovery, as well as a sports sector which raises our hearts and spirits in the most difficult of times.

Minister Varadkar said: 'Tourism is central to Government job-creation plans and a Department of Finance study shows that employment in accommodation and food services has grown by 9% since our Jobs Initiative. This evening we honour the managers and the premises in the hospitality sector who have played their part in this success, and who will play a crucial role welcoming visitors to Ireland during the Gathering next year'.

Fergal adds - "Highlighting of the importance Tourism plays on the economy he urges for support from the Minister to use his undoubted powers of persuasion to ensure that identified incentives to growth are retained beyond 2013 giving some pricing stability to the sector and ensuring continued job creation and competitiveness. While a lot of work has been achieved by the sector in terms of cost reduction and savings and the despite the travails of recent years, tourism provides 180,000 jobs in Ireland- 11% of total employment. More significantly however, the sector has created 6000 new jobs over the past 18 months- a performance which outshines any other sector of the economy. We are a people-intensive business whose management and employees interact directly and personally with our customers every day of the week.

He concludes by looking forward with confidence and optimism to 2013- 'The Year of The Gathering'. As we 'gather' here this evening, and do so again throughout the coming year, IHI will play our part in this creative and innovative year-long Festival which will hopefully see many thousands of the Irish diaspora visit us and share with us the 'Irish Experience'.

The eight main awards were presented including the inaugural Hospitality Manager of the Year – CPD (Continuous Professional Development) and then five enrolments into the Irish Hospitality Institute College of Fellows and a Lifetime Achievement Award. Full lists of the awards presented are listed below:

2012 IHI AWARDS LIST

**Hospitality Manager of the Year 2012– Hotel
Deirdre McGlone, Proprietor/General Manager, Harvey's Point
Award sponsored by The Irish Times.**

Deirdre is seen as a strong leader in her profession and by her team. Since 1989 Deirdre and the Gysling family have worked extremely hard to build the hotel to ensure its continued success. As General Manager Deirdre has also continued her own Professional Development through courses such as Strategic Hospitality Management with Cornell University and Executive Management Development through Fáilte Ireland & Cornell University. Deirdre manages all aspects of the hotel including Sales and Marketing, Customer care, recruitment and selection of their team and also strategic planning of the business with her husband and co-owner. Deirdre is an achiever but moreover a true professional leader and team player who has driven an incredibly successful business and adapted to the new economy with great sensitivity and understanding.

**Young Hospitality Manager of the Year 2012 –
Derek McConnell, Assistant Beverage Manager, Compass Group Ireland
Award Sponsored by Fáilte Ireland.**

Derek's leadership and management style is an example to all at AVIVA stadium. His approach with his team is such that inspires loyalty from them; he has had the same core team for just over two and half years since he started. Derek ensured the average spends across the beverage departments for match day increased by 15% on the previous year through improving standards. Derek's

skills have been further recognised across the Compass business as he has been selected to attend the Accelerate Program – a course specifically designed to develop the young managers in industry.

Hospitality Manager of the Year 2012– Human Resources
Sarah Marr, Group Human Resources Manager, PREM Group
Award sponsored by Noel Recruitment.

Sarah is the manager of a small HR team of three in PREM Group's Head office; however she provides leadership and guidance to all management levels within the organisation. During her 12 years within this role Sarah has been responsible for different initiatives such as establishing a mentor programme, a trainee management development programme and using social media to promote internal communication as well as assist with recruitment. Through Sarah's commitment to diversity in the workplace PREM Group received the IHI Diversity Award in 2009. Sarah is a graduate of UCD having achieved a BA in Politics and Sociology, and also a Post Graduate Diploma in Business from UCD's Michael Smurfit Business School. Sarah also obtained a Higher Diploma in Personnel Management from the National College of Ireland. Sarah is a talented negotiator and mediator.

Hospitality Manager of the Year 2012 – Catering
Noeleen Fox, Food Services Site Manager, ARAMARK at Oracle
Award sponsored by Unilever Foodsolutions.

Noeleen has worked in the ARAMARK food services business for 15 years and is currently responsible for a multi-site food services operation, Oracle. In 2011 Noeleen successfully re branded the three contracts at Oracle increasing profit margins by 12% in 2012. Within one year Noeleen effectively and efficiently reduced her subsidy by a substantial 29%. She has many years of experience in the hospitality sector which has helped her to develop an award winning site and team. In 2012 Noeleen was awarded the Gilbeys Gold medal Award for best industrial catering as part of the oracle team. Noeleen is a natural born leader who is positive and enthusiastic.

Hospitality Graduate of the Year 2012 -
Rory Rooney, Galway Mayo Institute of Technology
Award sponsored by Classic Drinks Ltd.

Rory is currently working in The Four Seasons Hotel, Dublin as a Trainee Manager. On a rotation through all departments he has worked in rooms division as assistant manager and is now working with front desk in a management role. Rory has also completed a two week project in order to get accreditations for the Hotel from the Green Hospitality Award. Rory grew up on France and has completed his Baccalaureate in economics and maths. He is also fluent in Spanish from working and studying in Spain. Rory moved to Ireland to complete a BA (Honours) in Hotel and Catering Management in GMIT where he received a 79.25% average.

Hospitality Manager of the Year 2012 – Environmental
Mark Duffy, Chief Engineer, Radisson Blu St Helens Hotel, Dublin
Award sponsored by EPA Environmental Protection Agency.

Mark is currently co chairman of the Radisson Blu St Helens green team and Green Hospitality Award committee achieving gold standard from the GHA. Mark has embraced the hotels green policies and is always looking to improving on them. He has implemented several processes to cut consumption on heat, light

and power, waste, water and gas. Mark is also the energy awareness trainer through Radissons' 'think planet' initiative where he advises on all new energy awareness programmes and best practices. Marks ideas are being replicated by other hotels in the Radisson group.

**Hospitality Manager of the Year 2012 – Rooms/Revenue Division
Aidan Dempsey, Rooms Division Manager, The Westbury Hotel, Dublin
Award sponsored by AVVIO.**

Aidan currently manages a team of approximately 50 full time employees and 6 Managers. He displays both leadership and management ability through the development of the room's division team by creating a group of motivated, guest focused individuals. Aidan is a graduate of Shannon College of Hotel Management and is currently participating in the Executive Management Development Programme with Fáilte Ireland through Cornell University. During his tenure as Rooms Division Manager, the Westbury Hotel has seen increased revpar and increased room rates based largely on a commitment by the team on exceeding guest expectations from arrival to the well-appointed room and through departure. Aidan has also proved that in the absence of the General Manager he is also a trustworthy leader.

**Hospitality Manager of the Year 2012 – CPD (Continuous Professional Development)
Martin Beirne, Training & Development Manager, Radisson Blu Hotel & Spa, Galway
Award sponsored by IITD, Irish Institute of Training and Development**

Martin holds a Senior Management role within the hotel, as the hotels trainer Martin is looked upon by all members of the team for leadership. He joined the Radisson Blu Hotel & Spa Galway 11 years ago after having completed a Diploma in Human Resources Management. He himself is a Master Trainer, training all over Europe, ME and Russia. Within the hotel, employee turnover is only 13% ytd, 18% of the team have worked in the hotel for over ten years and a further 24% have over 5 years' service. Martin completed a Diploma in Hotel Management and a Diploma in Human Resource Management. He is a certified manual handler trainer and a master trainer for all the Carlson Rezidor Hotel Groups.

Enrolment in to the College of Fellows

Mary Hall FIHI, Fáilte Ireland, The National Tourism Development Authority.

Mary hails from Co Monaghan. Although born in Dublin she was reared on a farm mid-way between the towns of Carrickmacross and Castleblayney. Mary carried out a two year Institutional & Hotel Supervision Course in DIT. On leaving Cathal Brugha Street, Mary spent the summer working in New York with Cardinal Terence Cooke on Madison Ave with the euphemistic title of receptionist. Mary then moved to London as a floor supervisor managing 100 rooms in the Strand Palace Hotel and thus began her love of the industry. Mary moved between departments including being promoted to Unit Head before travelling again to move to Australia for two years as Deputy Head Housekeeper in the Palm Lake Motel. Mary returned back to Ireland as head housekeeper for the Burlington.

Mary joined CERT in 1980 as a specialist training advisor for accommodation providing on and off – the- job training within the industry, developing a series of courses aimed at supervisory level & above and worked in curriculum

development and examinations department carrying out National Assessments in the various institutes of Technology. She undertook a myriad of jobs and titles since then including Regional advisor Midlands, Training Manager Management Development, Client Services Manager and more recently Manager Executive Development.

She was a key influence in the development of The Association of Hotel Accommodation Management (AHAM), now known as the Irish Accommodation Services Institute (IASI). For many years she was an active member on the council and also served as its first Secretary and later its President and Chairperson. She is a member of the Irish Hospitality Association and previously served on its Council. She is an advocate of professionalism and standards in Industry and to this end has initiated a number of innovative projects in the areas of quality and standards, training and development, and innovation.

Paul Gallagher FIHI– Buswells Hotel, Dublin

Having completed his third level education at the Shannon College of Hotel Management and following stints in Memphis Hotel Amsterdam, Blooms Hotel Dublin and the Herbert Park Hotel as General Manager, Paul commenced with his current employers in 1997 at Buswells Hotel, Quinn Hotels. During his time with Buswells Hotels, Paul has progressed from being General Manager to Regional General Manager of Quinn Hotels in 2003. Responsible for managing 3 hotels including Buswells Hotel in Dublin, Ardboyne Hotel in Navan and the Holiday Inn Nottingham. Paul was also involved in the purchase of the Hilton Prague (788 rooms) and The Ibis Prague (238 rooms). He also provided General Management relief in the Slieve Russell Hotel.

In 2006 to date Paul became Regional General Manager, having direct responsibility for Buswells hotel and area manager for the 5 star 245 room Sheraton Hotel in Krakow, 5 star 244 room Hilton Hotel in Bulgaria and the Holiday Inn Nottingham.

Not only is Paul a valued member of the Irish Hospitality Institute, but he is and has been involved in many other bodies including a member of the Tourism Recovery Task force (TRT) 2011, member of the Advisory Group for Small business under Minister John Parry in the Department of Trade Enterprise and Employment. He has served as President Irish Hotels Federation 2010-2012, Council Member Irish Tourism Industry Confederation 2010 to 2012, and is a current Member of ITIC management committee 2012 amongst many more.

Clare Macleod FIHI, Tourism Ireland

A graduate of the School of Hotel & Catering Management GMIT and post graduate of Westminster University, Clare is Head of HR with Tourism Ireland, a position she has held since 2004. Tourism Ireland is the body responsible for promoting the island of Ireland overseas as a tourist destination - where Clare has responsibility for all aspects of HR in Ireland and 23 overseas locations. Prior to Tourism Ireland Clare's background was in the hotel sector as Human Resource Manager with Hilton Dublin. Clare spent 8 years in the hospitality sector in UK - laterally as Regional HR Officer for Granada's hotel division and she has worked previously in hotel industry in France & Switzerland.

During her tenure in Hilton Dublin, the hotel was awarded The Best Company to Work for in Ireland 2004 - category award. Tourism Ireland has been regularly listed among the Top 50 Best Companies to work for in Ireland. As Head of HR,

for Clare, this is a true testament to the ideology of the company. This same ideology is the driving force that commits her passion for the hospitality industry as a whole.

Clare was awarded the IHI's inaugural HR & Training Manager of the Year in 2003 and Hilton's HR Manager of the Year UK & Ireland in the same year. Clare is a Fellow of the Chartered Institute of Personnel & Development and a member of the HR Circle. She is a long standing and active member of the IHI and has previously served on the IHI Council as well as being a previous Chairperson of the Hospitality Management Skillnets.

Deborah O' Hanlon FIHI, Shannon College of Hotel Management

Deborah hails from Clontarf in Dublin and is the youngest of seven children. Deborah completed her third level education in Cathal Brugha Street, in DIT, and she returned to her alma mater in 1998 to complete her Master's Degree in Hospitality Management. Deborah's first taste of hotel life was in 1985 in the Granville Hotel Waterford. She quickly progressed from there to the Ryan Hotel Group where she worked for six years in Dublin, Killarney and Amsterdam as Restaurant Supervisor, Leisure Centre Manager and Assistant Manager. She was Resident Manager in the Grove Hotel Malahide where she worked with Matthew Ryan Snr. and Family.

Deborah then changed career direction to work as a Food and Beverage Instructor with Cert in their residential training colleges in Killarney. In 1997 Deborah joined the Shannon College of Hotel Management as a Food and Beverage Lecturer, taking over from the legendary Hans Schmid (very big shoes to fill!!). For the past number of years Deborah has been the coach and mentor for the Colleges Team for the IHI Business Management Game.

During this time Deborah has been promoted many times within the college and is credited with building up the vast network of both Irish and international hotel companies that visit the college each year to recruit students. Deborah has contributed in no small way to the 100% graduate employment of their students. In addition to this busy role, Deborah forms part of the management team of Shannon College and on occasions had the responsible job of travelling to the Seychelles Tourism Academy to oversee the delivery of the Advanced Diploma in Hospitality Management ensuring the colleges quality assurance standards are met. Deborah has been a member of the IHI for a number of years and a Director of the IHI for the past year and a half.

Margaret Byrnes FIHI, Red D

A graduate of Hotel Management from Dublin College of Catering, Cathal Brugha Street, Margaret commenced her management career with Great Southern Hotels and Trust House Forte. After moving to London, Margaret held senior management and regional roles with Hilton International, Sarova Hotels and Compass in The City. Margaret returned to Ireland to work with Action Recruitment for a number of years before setting up Red D in 2008.

She has significant experience in coaching and mentoring directors, owners and senior management, and through the years has become confidant and friend to many. One of Margaret's many strengths is the provision of expert coaching for businesses facing challenges in service and organisational excellence.

Building on her practical experience, Margaret has supplemented her knowledge by gaining qualifications in Counselling, Coaching, Training and Human Resources, including an MSc in Strategic HR. She is currently pursuing a Masters in Psychotherapy. Many of you will know Margaret was a founding member of the IHI HR Circle and Chairperson of the Hospitality Management Skillnet Board and she is also involved with the Hospitality Trust.

Lifetime Achievement Award

Brian Fahy L. FIHI, Owner Action Recruitment

Brian was married to the late Geraldine Fahy for 35 years. They had wonderful children: Helen, Brian, Lynn & Anna. Brian has five fantastic Grandchildren: Ryan, Jack, Lauren, Finn & Aoibheann along with their gorgeous dog Bonnie & her visiting cousin Roxy. He is now very happily married to Mary since 2009.

Brian trained as a Hotel Manager in Jury's in Dame Street. Then he moved to Switzerland & Germany where he attended Hotel School in Heidelberg. He graduated in 1970, returned to Ireland & went to Renvyle House as an Assistant Manager. Brian then went as Manager to the Clare Inn & Dromoland Castle. In 1972 he opened Ostan Rinn Rua & was there for three very enjoyable years. Brian founded Action Recruitment in 1974 with Bob Frizelle.

Brian's highlights to date include being Hon Sec of the IHI, First Chairman of the College of Fellows, Trustee & Past President of Sutton Rugby Club, Achieved 2nd Dan in Aikido, Climbed Kilimanjaro and completed Dublin City Marathon and Wicklow 200.

Additional Sponsors

- Classic Drinks Ltd, kindly sponsored cocktail of Luxardo Amaretto & champagne reception with wine throughout the evening meal as well as sponsor of the graduate award prize.
- Deep River Rock kindly sponsored the water for the evening.
- Java Republic kindly sponsored the coffee after dinner.
- BitBuzz kindly sponsored the AV for the night.
- PictAural for the Founders Banquet APP: <http://pictaural.ie/app/ih002/>

Additional Thanks

Our chosen charity for the night was Hospitality Trust so thank you for those who contributed and prizes given for this collection included:

- Boxing Gloves signed by Olympic Gold Medallist Katie Taylor
- Irish Rugby Ball signed by Declan Kidney, Irish Rugby Union Coach
- Abbey Court Hotel Nenagh, offering 5 nights for 5 people with lots of inclusions.

We would also like to thank the companies who kindly donated a voucher(s) for our Golden Raffle. Thanks to the following:

- Solis lough Eske Castle
- Kileen House Hotel
- Cliff House Hotel
- Dunboyne Castle Hotel
- Slieve Donard Resort & Spa

- Trident Hotel
- Green Hospitality Ltd.
- PREM Group
- Fitzpatrick's Castle Hotel
- Buswells Hotel
- The Westin Dublin
- Carton House Maynooth
- Guinness Storehouse
- The Firm
- The Tullamore Court
- Compass Group / Aviva Stadium
- Renvyle House Hotel
- Fitzwilliam Hotel Dublin
- Fitzwilliam Hotel Belfast
- ARAMARK Ireland
- The Pembroke Hotel, Kilkenny
- Ritz Carlton
- Dromoland Castle
- Mount Juliet
- The Marker Hotel
- Herbert Park Hotel
- Maldron Hotel, Cardiff Lane
- Java Republic
- EIQA, Excellence Ireland Quality Association
- Hastings Everglade Hotel
- Westwood House Hotel
- Ashford Castle
- Park Plaza Hotel, Belfast
- Meryick Hotel
- Radisson Blu Hotel & Spa Galway
- Radisson Blu St Helens Hotel, Dublin
- Unilever Foodsolutions
- Bellinter House
- Salthill Hotel
- Bewleys
- Harvey's Point
- The Heritage Golf & Spa Resort
- The River Lee Hotel, Cork
- Whites of Wexford
- The Westbury Hotel
- The Malton Hotel
- Croke Park
- The Doyle Collection
- Ecolab

-Ends-

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