



16th Janus Awards
for Professionalism in 2010

JANUS AWARDS
FOR PROFESSIONALISM



Institute
of **Hospitality**
Northern Ireland Branch

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A Note From The Institute of Hospitality Branch Chairman

The NI Institute of Hospitality Committee and I, as Acting Chairman, welcome you, our esteemed finalists, guests, colleagues, friends & members to the 16th Annual Janus Awards for Professionalism.

In Roman religion and mythology Janus was the God of the threshold, of beginnings and transitions. Most often he is depicted as having two faces looking in opposite directions: one looks eastward and the other westward, one looking outwards the other inwards. Symbolically they look simultaneously and retrospectively to the year passed and forward in expectation to new opportunities. Within the Hospitality Industry we make our best endeavour to do the same, not just to survive but to surpass our growing business challenges.

Exclusive to Northern Ireland the Janus Awards were created in 1995 to identify and reward individual excellence amongst you, our innovative and creative personalities within the many departments and services that encompass the Hospitality and Tourism Industries. It is you who contribute to our reputation for surpassing expectations in service, efficiency and welcome and in recognition of whom this proud evening was instituted.

As a committee, we look back with pride at our past 16 years of professional recognition of the outstanding achievement of our members. Many of those acclaimed winners and participants are amongst us tonight. We continue to applaud every contestant, follow careers with interest and always welcome your support. Today's uncertain economic era, not only in our Industry but also the wider business world, demands that, like Janus, we take careful stock and learn from our experiences. We must also look forward with sharp focus on the positives our industry has to offer to the economy as a whole, the product in particular but, more importantly, to the individual as an optimistic, challenging career path.

In 2011, we received over 130 nominations from varying industry sectors across 13 competitive categories. That is confirmation indeed that in 2010 Northern Ireland had exceptional individuals performing to the highest level in a great variety of roles within our great industry. It proves that there are indeed leaders, many without title, visibly making a difference and significantly the embodiment of what The Janus Awards represent. It is to show our appreciation of their enthusiasm, commitment and ambition in the job they are doing to ensure that Northern Ireland is a venue of choice that we are here tonight.

I am proud to lead the team, from our previous Chairman Stephen McMillen, of the Northern Ireland committee who work so hard to protect the quality and esteem of the awards while guarding the value of the Professional Association we represent. So my most important function is to say, on behalf of the Association, congratulations and thank you to every single company and individual who participated – we could not do it without all of you! This wonderful event is only made possible through the close association and support of our sponsors, friends and members. All of them have shown immense enthusiasm for The Janus Awards, many since its inception. This speaks to the power of partnership that exists between our professionals across the Province who continue to maintain the highest possible standards by investing in people and appreciating their role in business future development.



Sinead Scott
Acting Chairman
Institute of Hospitality
Northern Ireland Branch

I am very grateful to a special and generous group of people, our judges, who were challenged with the difficult task of selecting finalists for the Oscars of the evening. Each diligently interviewed a wide variety of outstandingly talented people and expressed how difficult some of the decisions were as the competition level was exceptionally high. A final thank you must go to all the candidates and their establishments for the hard work and the effort put into the preparation, interviews and site visits. We hope you also found participation rewarding.

"Every possibility begins with the courage to imagine" and like me you are all looking forward to what promises to be a tremendous evening which celebrates the dynamic individuals who dared to dream of the possible and had the courage to make the unimaginable happen. They are a shining example to every one of us, whatever our role in life.

I wish you every success in achieving your goals in 2011.

A handwritten signature in black ink that reads "Sinead K. Scott".

Sinead Scott MIH
Acting Chairman
Institute of Hospitality Northern Ireland Branch



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Student Management Potential Award

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Student Nominees



Angela Herman
Belfast Metropolitan
College



Bernadette Lively
SRC Newry



Emma Paden
SERC Bangor



Jaime McCormick
University of Ulster

It is always inspiring to meet the dynamic and hardworking Hospitality Management students, full of enthusiasm and energy for our growing industry. The students, all final year in either foundation degree or degree programmes, have been fortunate in having the opportunity to complete internships with major international companies and have benefited greatly from the experience. Our growing hospitality sector captures the potential of these highly motivated young people, eager to pursue the excellent career opportunities our province has to offer, so do look out for them – they are worth keeping an eye on! They will be involved in maintaining and developing the high quality standards of this flourishing sector.

We sincerely thank all the educational centres for nominating such quality candidates and for their contribution to the development of these young professionals. We look forward to their continued support and to increased participation from centres offering new foundation degree Hospitality Management courses. And of course to our panel of judges, Clodagh Devlin – GM Malone Lodge Hotel and Paul Caves - Stephens Catering (the sponsor) – we could not have done it without you.



Student Interview Judging Panel:
Paul Caves - Stephens Catering Equipment;
Clodagh Devlin - General Manager - Malone Lodge Hotel

“Finalists were of an exceptional standard; very focused, professional & enthusiastic. It was a real pleasure to take part in the judging process”.
Clodagh Devlin - General Manager -
Malone Lodge Hotel

“The calibre of students this year was exceptional and it was extremely close”. Paul Caves – Stephens Catering Equipment (sponsor)

The Judges

Once again, our grateful thanks and appreciation go to the judges. The judges, with no hospitality background and all of whom hold or have held senior management positions in their field, gave freely of their time and expertise to assess the nominees in each category.

There were many nominees from which finalists and a winner in each category were selected and the judges agreed that the calibre of nominees was very high, which made their task even harder. All of the judges said that the commitment shown from the nominees was commendable and many commented on and admired the passion for the hospitality industry, which nominees exuded, particularly in their presentations.

Special thanks to....

Allan Johnston
Alan Money Penny
Anne Turkington
Catherine Scott
David Ferguson
Gerry Beamish

Gillian Creevy
Irvine Campbell
Juliana Sloan
Kellie Chambers
Lynda More
May Green

Peter Cardy
Rodney Ross
Richard Brown
Stanley Wallace
Terry McMackin
Uel McChesney



Kellie Chambers & Peter Cardy



Rodney Ross & Catherine Scott



6 Anne Turkington, Allan Johnston & May Green



Stanley Wallace, Uel McChesney, Juliana Sloan,
Gillian Creevy & Lynda More

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Picture Gallery of True Professionals

Out of over 130 nominees the judges had the difficult task of selecting finalists for each category.

Front Office Manager of the Year



Martin Campbell
Malone Lodge Hotel & Apartments



Carolyn Matthews
Hastings Culloden Estate & Spa



Damian Gilvary
Hilton Belfast



Christopher McNally
Park Inn Hotel



Laura Dunlop
Dunadry Hotel

Business Development Manager of the Year



Lisa Steele
The Merchant Hotel



Garvan Rice
The Old Inn, Crawfordsburn



Beth Swindlehurst
Galgorm Resort & Spa



Charlotte Clarke
Hilton Belfast



Nichola Boorman
Barnaby's Restaurant

Restaurateur of the Year



Eamon McCusker
AM:PM / The Chubby Cherub



Diane Bill
Barnaby's Restaurant



Sam McMurray
Olio Restaurant / Skandia



Stephen Jeffers
Jeffers Restaurant

Supplier of the Year



Steve Millership & Ben Kitchingham
Crossgar Foodservice



Mervyn Perry
Zenith Hygiene



Crawford Ewing
Ewing Seafoods



Siobhan Rushe
Bunzl Rafferty Hospitality

The Finalists

Hotelier of the Year - Small Business

people 1st



Paul Rice
The Old Inn,
Crawfordsburn



Riccardo Cafolla
Bannville House Hotel



Norman McBride
Hastings Ballygally
Castle Hotel



Nora Douds
Tara Lodge

Hotelier of the Year - Large Business



Deborah Ferguson
Canal Court Hotel



Jan Hanak
Radisson Blu &
Park Inn Hotel



Stephen Meldrum
Hastings Culloden
Estate & Spa

F & B Manager of the Year



Jonathan Topping
Ramada Encore



Reuben Hewitt
Armagh City Hotel



Michael Weston
Hilton Belfast



Henk Compier
Footlights Bar & Bistro



Marco Marro
The Merchant Hotel

Caterer of the Year



Geraldine Ward
NHST



John Mulligan
Baxterstorey Ireland



Simon Dougan
Yellow Door

Housekeeper of the Year



Kelly Anne McKittrick
Hastings Europa Hotel



Sharon Cummins
Stormont Parliament Building / Compass Group



Sonya Roberts
Radisson Blu Hotel

Hotel Chef of the Year



Marcus Lemon
Hastings Culloden Estate & Spa



Roland Graham
The Inn, Castledawson



Chris Mawhinney
Hilton Belfast



Graham Burns
Ramada Plaza



Robert Moorhead
Bannville House Country Hotel

Publican of the Year



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Frances Monteith
The Harbour House Inn



Kelvin Collins
Molly Browns



Michael McLaughlin
Bellinis Bar & Restaurant



Stephen Bradley
The Empire, Belfast

Restaurant Chef of the Year



Stephen Hope
Grace Neills



Danny Millar
Balloo House



Richard Orr
The Northern Whig



Stephen Jeffers
Jeffers Restaurant



Stuart Hawthorne
Molly Browns

Thank you for Your Support



Coca-Cola HBC Northern Ireland

A big player in the hospitality industry, Coca-Cola Hellenic supply many of us with a world class soft drinks portfolio which is fully supported with various marketing initiatives. Given the size of the company, it is nice to know that the CCHBC staff we deal with on a local level remain a constant in a busy and challenging trading environment.



Hospitality Review

Hospitality Review serves the licensed, food service, hospitality, accommodation and tourism sectors of the Northern Ireland economy. Over 30 years old and ABC registered since 1977, Hospitality Review is delivered directly to named individuals within the industry. The magazine is the official journal of the Institute of Hospitality (Northern Ireland Branch), the Northern Ireland Hotels Federation and Pubs of Ulster (formerly the FRLT). Every named member of these organisations, representing the vast majority of pubs and hotels in Northern Ireland, receives Hospitality Review. The magazine also has close links with the Northern Ireland Tourist Board, the Restaurant Association of Ireland, Food NI, People 1st, the sector skills agency for the industry and with the Colleges in Northern Ireland. In short, Hospitality Review is the authoritative voice of the industry in Northern Ireland and offers the most up to date news and views within the local hospitality industry and beyond.



Navarino Services

Navarino Services provide GDS Connectivity, Online Reservation and Channel Management Solutions to the hotel industry. Enabling clients comprehensive distribution via a robust and user friendly, web based platform, which allows real time control of rates and inventory across all booking channels. Dedicated to best practice, Navarino Services provide exceptional support through their team of experienced Account Managers, who assist and advise on creating a well-positioned offering and improving yield management, resulting in excellent revenue generation results. Additional services include Social Media and Mobile Booking Engine Technology, ensuring Navarino clients are 'trending' ahead of the competition. Navarino Services are delighted to be able to continue supporting the Janus Awards for their 4th year running.



Podiem

Podiem operates in the areas of People & Organisation Development and Event Management. The integrated nature of the Podiem business allows us to tailor development solutions that are completely customised to the needs of our clients. Our POD services encompass a range of Strategic Organisational Development activities with specific areas of expertise including Managing and Leading Change, Employee Engagement, Building Strategic Alliances, Interim Management, Succession Planning, Talent Management, Performance Management and Personal Development Planning. We also create and implement Strategy and Marketing Plans for private sector firms. Within our Event Management offering, there are two distinct areas, the first being pure Event Management, where the Podiem team carries out full organisation and delivery on behalf of a client. The second is Event Creation, where we draw on our expertise from the POD side of the business and generate the concept and content as well as the ultimate delivery. Podiem is passionate about management development and as such is very pleased to be sponsoring the Business Development Manager of the Year award. We are also very proud to be involved in the management of the Janus Awards.



Lilliput

Lilliput provide a customer led range of innovative linen-based services to the Hospitality Industry. Being involved in the Janus Awards has brought us even closer to our customer base, which helps us all to understand each other's businesses better.



wine & spirit merchants ltd

BOTL

Botl Wine & Spirit Merchants Ltd, proud sponsors of the Janus awards, are a major distributor and wholesaler supplying on and off trade across Northern Ireland. With a turnover forecast at £10m for 2011 and their wide range of stock & distribution channels, BOTL are the perfect partner for all your alcohol and soft beverage needs. Botl also own and distribute its own range of golden rum – VAT 19 and the new spiced golden rum - 19 Spiced. "We are continually seeking new products and will procure specific products on request using our extensive supplier relationships and contacts". Jim O'Neill, Managing Director. Botl are open 7 days per week; please contact Conor O'Neill, Sales Director on 028 9024 1308.

Thank You for Your Support



People 1st & The Department for Employment and Learning (DEL)

People 1st is the Sector Skills Council for Hospitality, Leisure, Travel and Tourism. It is an employer led body with a licence from Government to increase the productivity of the sector by raising its skill levels.

As part of that work we;

- Undertake research to identify the skill needs of the sector
- Oversee sector specific qualifications
- Work with employers to help them take advantage of the opportunities available
- Work with key partners, including learning providers, to address the key skill needs of the sector

The Department for Employment and Learning's aim is to promote learning and skills to prepare people for work and to support the economy.



Stephens Catering Equipment Ltd.

Stephens Catering Equipment is the market leader in providing total food service solutions to the catering industry by creating dedicated professionals who ensure ultimate performance and best value for money from the clients investment now and in the future.

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 - Health & Education
 - Hospitality, Hotels & Restaurants
 - Fast Food Outlets
 - Retail and Forecourts
 - Industry
 - Cafes, Public Houses

Europa



As an integral member of the Hastings Hotels group the Europa Hotel aims to provide customers with top class service and an unforgettable experience. For over 50 years, Hastings Hotels has been developing as Ireland's foremost independent family owned hotel group with a passion for excellence. Our core values set us apart from our competitors, as a business with unique character run by people who care. We pride ourselves on core values based on:

- Passionate commitment to excellent service
- Inspiring leadership
- Enthusiastic and capable team members
- Effectiveness, efficiency and creativity
- Sustainable success
- A unique sense of style

At the Europa Hotel we strive to provide the finest in Irish hospitality, with pride and excellence and we are delighted to be hosting the Janus Awards 2011.



Diversey

Diversey offers a complete range of products that help hotels, guest houses and restaurant to achieve superior and sustainable cleaning performance. Diversey who are a Global Leader, were until recently known as JohnsonDiversey. Diversey supply numerous hotels and restaurants across Northern Ireland. Its products, systems and expertise make food, drink and facilities safer and more hygienic for consumers and for building occupants. Diverseys commitment to sustainability, continuous development of innovative solutions and excellent customer service remain at the heart of the new Diversey business. The company has an unequalled track record in market innovations that deliver long term cost saving, performance improvement to their customers.



Northern Ireland Hospice

Every gift in every will makes a real difference

Northern Ireland Hospice is a local charity caring for over 3,000 adults, children and young people with life limiting illnesses. Our services include adult hospice services, children's hospice services, care at home, family support and education.

We rely upon donations and legacies to fund these vital services. This year 1 in 6 of our patients will receive hospice care as a result of donations from local people who have remembered us in their Wills.

For further information please contact the fundraising department on 028 9078 1836 or e-mail fundraising@nihospice.org



Acknowledgements

The Institute of Hospitality would like to thank all those companies who so generously donated to our ballot this evening.

Special thank you to:

Event Organiser:	Philippa Spiller and Team – Podiem
MC:	Wendy Austin
Awards Venue:	James McGinn and Team – Hastings Europa Hotel
Interview Venues:	Mark Walker and Team – Hilton Belfast James McGinn and Team – Hastings Europa Hotel
Audio/Visuals:	John Stuart & Sheridan Pennell – Savilles
Lighting/Stage:	Nicola Murphy and Team – Warwick
Table Centres:	Mood Event Decoration
Table Linen:	Lilliput
Awards Pieces:	Belfast Crystal
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Awards Ceremony Programme

**Welcome from the Institute of
Hospitality Branch Chairman,
Sinead Scott MIH**

**Student Management
Potential Award**

Dinner

**Presentation of Main Awards
with Wendy Austin,
Sinead Scott and Sponsors**

Dancing till late