

## Four receive excellence awards in first-ever Hospitality Assured Caribbean Awards Programme



**JOHN'S**, Antigua (11 May, 2016) – Three Caribbean hospitality businesses and one business advisor received excellence awards today in the Caribbean Tourism Organization (CTO)'s first-ever Hospitality Assured (HA) Caribbean Awards Programme.

Awards were presented to Atlantis Submarines of Barbados, Round Hill Hotel & Villas and Tryall Club, both of Jamaica for outstanding service and business excellence in

tourism and hospitality. HA business advisor Hugh Wint of Jamaica was recognized for his active commitment to the HA Caribbean programme.

In introducing the inaugural awards on the first day of the CTO's 8<sup>th</sup> Caribbean Tourism Human Resources Conference, director of resource mobilization and development Bonita Morgan explained that the programme was conceptualized to recognize Caribbean tourism and hospitality businesses which use the HA model for achieving continuous improvement, and have achieved HA certification.

One member of the Caribbean team of trained advisors and assessors who provide technical assistance to participating businesses, and who determine whether the businesses have met the certification criteria, was also recognized.

The following are the awards:

**Award of Excellence for the Best Performer – Customers** – Tryall Club of Jamaica. This award acknowledges the business with the highest average score in the segment that focuses on customer research, the customer service promise and customer satisfaction improvement.

**Award of Excellence for the Best Performer – Employee** – Round Hill Hotel & Villas of Jamaica. This award recognizes the business with the highest average score in the segment which focuses on the employee, including resources, training and development and service delivery.

**Award of Excellence for the Best Performer – The Organization** – Atlantis Submarines of Barbados. This award is in recognition of the company with the highest score for its focus on the customer in the areas of business leadership and planning and operational planning and standards of performance.

**Award of Excellence for the Best Overall Performer** – Tryall Club of Jamaica. This award is for the HA certified business with the highest overall total score among all the certified business.

Tryall Club received an overall score of 77.9, just over the score of 75 required to place it in the category of businesses which have achieved world class standards.

**The Caribbean Tourism Organization Recognition Award** – Hugh Went of Jamaica. This award goes to the team member who demonstrated a number of exceptional qualities and dedication towards improving the programme.

The conference theme is, **Making Excellence a Habit: Service, Loyalty and Profitability in Caribbean Tourism**. It is being organized by the CTO in collaboration with Antigua & Barbuda's Ministry of Tourism and the Antigua & Barbuda Tourism Authority and will be held at the Jolly Beach Resort and Spa.

For more information, including how to register, visit [www.onecaribbean.org](http://www.onecaribbean.org) or email Marvelle Sealy at the CTO at [msealy@caribtourism.com](mailto:msealy@caribtourism.com).