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CONCIERGES AT LOUGH ERNE RESORT AWARDED
PRESTIGIOUS GOLDEN KEYS ACCREDITATION

The growing worldwide reputation of Lough Erne Resort has been reinforced by two members of The Resort's concierge team, Gordon Armstrong and Neil Mangan-Fry, who recently received the prestigious "Les Clefs d'Or" (The Golden Keys) accreditation.

"Les Clefs d'Or" is an association which seeks to improve and maintain the quality of service provided by concierge staff while ensuring that the profession is given due recognition. Members of the organisation can utilise the worldwide network of support to access any help or guidance they may require to accomplish the impossible for their hotel guest.

Throughout a guest's stay, the person to guide, inform and advise them will be the member of staff wearing the badge of Les Clefs d'Or, crossed golden keys, on each lapel.

Congratulating Gordon and Neil on their achievement, Jonathan Stapleton, General Manager, Lough Erne Resort, Northern Ireland's first international AA 5 star hotel, said:

"In an increasingly competitive tourism market; consistently high standards combined with service excellence and value for money have never been more important. In achieving the "Les Clefs d'Or" accreditation, Gordon and Neil have set an exceedingly high standard in customer service.

"It is this focus on customer service and exceeding customer expectations at all times, that will assist us in achieving our aim of becoming one of the leading Resorts in the world by the end of 2012. The commitment and motivation of our people has and will continue to be key to the success of Lough Erne Resort. We can only deliver excellence if our staff are truly passionate about what they do. For our part we must ensure that the correct processes are in place in terms of recruitment, induction, training, motivation, and reward."

Delighted with the accreditation, Gordon (from Enniskillen) who had previously been nominated by The Resort's guests and employees as 'star of the year' in 2008 said:

"I have been employed as a member of The Resort Concierge Team since The Resort opened in September 2007. I thoroughly enjoy my job and feel that at all times it is important to be professional, friendly, genuine and approachable. This is what I set out to achieve every day I report for work.

“Fermanagh is known for providing a friendly welcome and it is my job to ensure that visitors are not only familiar with the many facilities that The Resort has to offer but that they are also aware of the amenities and tourist attractions in the County.”

Lough Erne Resort is the vision of owner and Irish entrepreneur Jim Treacy and was designed to create a luxury destination Resort with world class offerings.

This vision is realised through The Resort’s unique facilities which include; The Thai Spa with Thai therapists who use traditional Thai products and techniques to provide a full range of Thai treatments; The Faldo Course which has recently been voted one of the Best New International Courses by Golf Magazine; and a variety of innovative dining experiences with menus by acclaimed chef Noel McMeel.

Other activities guests can experience during their stay include seaplane or helicopter tours of The Fermanagh Lakelands; fly fishing for pike on Castle Hume Lough with resident game angling instructor, Packie Trotter; and heritage and cultural tours with John Cunningham, historian, writer, genealogist and broadcaster.

To find out more log on to www.loughernerresort.com

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NOTES TO EDITORS

Lough Erne Resort:

Lough Erne opened in County Fermanagh, North West Ireland, in October 2007. It is set on a 600 acre peninsula nestled in between Lower Lough Erne and Castle Hume Lough. The privately-owned hotel has 120 luxury Rooms & Suites; The Thai Spa, a variety of innovative Dining Experiences including; The Catalina Restaurant for elegant dining overlooking the Lough, The Blaney Bar for The Grazing Menu and exclusive Irish Whiskey Collection; The Loughside Bar & Grill for Casual All Day Dining & Prime Irish Meats from The Grill and The Garden Hall for Traditional, Chocolate, Pink and Cygnets Afternoon Tea. The Resort has 2 Championship Golf Courses, including The Faldo Course, which also features The Halfway House situated directly behind the ninth green with breathtaking views over Lower Lough Erne and The Faldo Course, serving Light bites for Golfers and guests enjoying The Collop Walk. The Resort also offers The Cygnets Program (0-11yrs) The ‘Big’ experience for our younger guests. Lough Erne Resort is located just five minutes from Enniskillen (St Angelo) Private Airport. It is also easily accessible from Belfast International, Belfast City, Sligo and City of Derry Airports and Dublin Airport, as well as from Belfast and Dublin Ferry Terminals.

Les Clefs d'Or" (The Golden Keys)

On arrival, the first smile a traveller sees, the first words of welcome they receive will be from a member of Les Clefs d'Or. Throughout their stay, the person to guide, inform and advise them and generally to cater to their every need as a guest and traveller will be the member of staff wearing the badge of Les Clefs d'Or (crossed golden keys on each lapel).

Les Clefs d'Or association worldwide are recognised within the Union Internationale des Concierges d'Hotels "Les Clefs d'Or" (UICH), formerly the Union Internationale des Portiers des Grands Hotels (UIPGH). Founded on October 6, 1929 by Ferdinand Gillet, the French association of Les Clefs d'Or was responsible for the creation of the European association in Cannes in 1952.

The European association became the International association in 1970. The national sections of 35 countries come under its umbrella, with a total of over 3,000 members. The international association communicates through a bilingual review published quarterly (10,000 copies) and international members gather at an international conference held in a different country each year. The association publishes its UICH List of Members worldwide every year.

Les Clefs d'Or members have dedicated many years of hard work and training to the concierge profession. They are pleasant and welcoming in appearance, they remain calm in a hectic environment and they always display integrity. Indeed, discretion is the hallmark of a Clefs d'Or concierge.

Clefs d'Or concierges will accommodate every guest request so long as it is morally, legally and humanly possible. Their services run the gamut from the mundane to the extraordinary, yet each request is fulfilled with vigour to the guest's full satisfaction.