

JETWING VIL UYANA ADJUDGED CHAMPS AT THE TRENDSETTING JETWING ACCOMMODATION SERVICES CHALLENGE 2007



The winning Team – Jetwing Vil Uyana

“What do you mean by smart casual? Are you sure I don’t need to wear a tie? Or should I come only in a tie?” These were some of the questions asked at the recently concluded Jetwing Accommodation Services Challenge, where Jetwing Vil Uyana emerged as overall winners. The first of its kind in Sri Lanka, two contestants from the Front Office and a contestant from Housekeeping were tested on their job knowledge, skill and general knowledge with a focus on Tourism and Customer service excellence.

The two contestants from Front Office were the first to face the challenge. They were given a practical situation, similar to their work surroundings. A mock reception which was thoroughly disarranged was done up and they were first asked to set up and get ready as they would at the start of a working day. Two judges questioned them on the items that were on display in each of their respective receptions, there after, while the third judge walked in as a guest and inquired about checking into the hotel, an external call was transferred, again regarding making a reservation at the hotel. The two representatives were evaluated on the details, accuracy and speed of their service, their greeting, attire, grooming, body language, customer focus, telephone handling and knowledge on Sri Lanka, Jetwing and the local area. The overall time allocated for this segment was twenty-five minutes.

Similarly the Housekeeping contestant also faced a practical challenge where an untidy mock room situation was arranged and the contestants had to clean and set up the room for a new guest within ten minutes. Each hotel was expected to bring the respective items found in a room



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and other items that they would need to clean the room eg: linen, information folder, letter heads, brooms, detergent etc. Once they completed the setting up of the room, the contestant had to answer a series of questions relating to hotel housekeeping and guest care,. Once this was done, the representative had to go back and set up an evening turn-down service arrangement. Overall in this category each contestant was judged for personal attire/grooming method of work, quality/cleanliness, presentation, job knowledge, speed and innovation. A total of fifteen minutes was allocated for this segment.

The third and final stage was the most nerve wrecking and yet exhilarating as well as all three contestants were quizzed on their respective local area, Sri Lankan history, over all general knowledge and information that would be relevant to a guest. There were three rounds and each question had to be answered within twenty seconds.

While Jetwing Vil Uyana, the latest addition in the Jetwing Hotel chain won the Overall Championship, Jetwing Lighthouse came in very close as the first runner up followed by Jetwing St. Andrew's in the 3rd place

"The objective of the accommodation challenge was to involve the respective associates to learn and raise the standards of Front Office and Housekeeping services to our guests in a competitive environment. Over the past years we have realised that this method of motivation through competitions has greatly enhanced the passion all associates work with. Thus we have decided to continue this method" said Kumar Senaratne, Head of Human Resources for Jetwing.

Mr. Anil Perera- Vice principal of the Sri Lanka Institute of Tourism & Hotel Management who judged the competition together with Mr. Felix Bartholomeusz & Mr. A. Kathirgarmalingam was of high praise for this initiative by Jetwing towards Human Resource Development in the hospitality industry.

Mr. Expedit Croos President of the Negombo Hoteliers Association was the Chief Guest for the evening with many industry personnel gracing the occasion.

Jetwing's properties are all situated in pristine locations within the country. Jetwing Ayurveda Pavilions, Jetwing Blue Oceanic, Sea Garden Hotel, Jetwing Seashells and Jetwing Beach, all located in the happening town of Negombo. Jetwing Tropical Villas, located in Beruwela, The Blue Water located in Wadduwa, Jetwing Lighthouse located in the ancient city of Galle. Moving towards the hills, Jetwing owns and manages, Jetwing Hunas Falls located in the romantic mountains of Kandy, Jetwing St. Andrew's located in the golfers paradise, Nuwara Eliya. Finally, located in the cultural triangle, Jetwing Vil Uyana, Sigiriya which was recently opened, encourages guests to embrace a lifestyle that's old and yet new

NOTE

For any queries regarding this press release and if you wish to receive this press release in Microsoft Word file format please contact: Angie Samuel – Marketing Communication Executive, Jetwing Hotels

Email: angie@jetwing.lk

Web: www.jetwing.com

Tel: +94 11 234 5700 Ext: 338