

Tops at keeping house

The Lakes cleans up awards

IT'S celebration time all round at The Lakes Cairns Resort and Spa with award winning top of the agenda

As well as dominating the Hotel Motel and Accommodation state awards, staff from the Lakes also figured prominently in the region's inaugural Housekeeper Awards

An elated general manager Craig Biber said he was delighted with the haul of awards.

He said it exceeded expectation to win everything they entered and more.

While the overall highlight was being named Property of the Year, there was a great deal of personal satisfaction for key team members with Mr Biber winning the new A.C.E.S. Award for his individual contribution to the industry and executive housekeeper Jean Laphorne awarded Department Manager of the Year.

In addition to these awards, The Lakes won Best Resort Award while human resources manager Tess Pinches, who was instrumental in the resort's training success, was in attendance to accept the Training Award.

Mr Biber said Friday night's success was the result of "a fantastic team of people who work hard to position The Lakes Cairns Resort and



Award-winning team: The Lakes Cairns Resort and Spa's (from Left) executive housekeeper Jean Laphorne, general manager Craig Biber, reservations manager Katherine Plohl, front office manager Rian Banks and sales and marketing director Rosie Douglas

Picture: MARC McCORMACK

Spa as a leading accommodation provider with outstanding surroundings, facilities and service".

"This success is also testament to the skill and dedication of our director of sales and marketing, Rosie Douglas," Mr Biber said.

"What we have achieved is extra special considering we are an emerging marketing brand competing against

established global hotel organisations."

The housekeeping team at The Lakes proved itself the best in the business, winning the major awards at the Housekeeper Awards.

Ms Laphorne received the ultimate accolade of "Housekeeping Trophy of Excellence" while the resort's housekeeping supervisor, Sue Affleck, was delighted to

take home the "Rising Star Award".

Completing the winning lineup was Annie Shannon from Sebel Harbour Lights who won the "Judges Encouragement Award".

The inaugural competition was hailed a great success by organisers, the Far North Professional Housekeepers Network Inc, and is likely to become an annual event.

The awards were open to all professional housekeepers in Far North Queensland

They were judged by an independent panel comprising Tracey Turner (head of Hospitality and Tourism Faculty TNQ TAFE), Cam Charlton (past chairman of TTNQ and experienced awards judge) and Tony Crook (retired former general manager of Cairns International Hotel)