



ASAP Awards 2024
Thursday June 6th, 6-11pm
Wilton's Music Hall, 1 Graces Alley London E1 8JB

Operations Team/Guest Services Team of the Year

The Operations Team/Guest Services Team of the Year Award acknowledges exceptional teamwork and service excellence in the hospitality industry. Judges will be evaluating submissions across five key criteria.

Guest Satisfaction assesses the team's ability to consistently receive positive feedback and effectively resolve guest concerns.

Efficiency and Teamwork focus on the team's coordination and collaboration to ensure smooth workflows and effective communication.

Innovation and Continuous Improvement examine the team's implementation of innovative service solutions and commitment to ongoing training.

Adaptability and Flexibility gauge the team's ability to adapt to changes in guest volume and scheduling needs.

Team Morale and Employee Development highlight efforts to foster a positive work culture and support team members' professional growth.

These criteria provide a comprehensive framework for recognising teams that excel in delivering exceptional service and teamwork in the hospitality sector.