



## 'International Hotel Receptionist of the Year' crowned in Christchurch



Left: Swiss President-Katrin Wolfe, Centre: Winner-Vanessa Kellerhals, Right: AICR International President-Alphonso D'Conceicao

**Winner:- Vanessa Kellerhals, The Dolder Resort, Switzerland**  
**1st Runner-up:- Amanda Roberts, The Museum Hotel, New Zealand**  
**2nd Runner-up:- Doris Schwarz, Intercontinental Vienna, Austria**

The AICR (Amicale Internationale des Sous-Directeurs et Chefs de Réception des Grands Hôtels) held its 2011 Congress in Christchurch, New Zealand, 9-14 January, and facilitated the 'David Campbell Trophy' competition to find the Best Young International Receptionist of the year.

Fourteen national finalist representing Australia, Austria, Czech Republic, Dubai, Estonia, France, Germany, Indonesia, Italy, New Zealand, Singapore, Spain, Switzerland and the United Kingdom competed for the international title.

Candidates competed by under going a gruelling panel interview testing their knowledge on costs, profits, revenue, yield management, staffing level, structure, promotional ideas etc! This is followed by a skill demonstration (role-play) where candidates had to think on their feet to identify guest's needs and matched them with the highest standard of customer care and professionalism.

Terry Johnston the hosting, New Zealand AICR President, said after the announcement last evening "I am delighted with the result, the 'David Campbell Trophy' competition is to encourage and grow young frontline staff into capable and skilled hotel professionals, each candidate has already proved themselves by winning their countries national competition, and by representing their country at the international

competition, they gain even more experience, confidence and the opportunity to share this with fellow candidates from around the world, winning is just the cream on top, Congratulations to Vanessa, and well done Amanda and Doris.”

The AICR was founded in 1964 on the Côte d'Azur in France by the Chefs de Réception of several Luxury Hotels. Over more than 45 years the AICR has developed into an International organisation represented in 14 countries and still continues to grow.

At an International level the AICR now provides Front Office Managers with an invaluable network offering: A friendly and professional support mechanism; Exchange of views, information and experiences; Forwarding of reservations making it easier for guests to move to an unknown hotel; The David Campbell Trophy International Receptionist of the Year competition; Recruitment; Job search and ways to attract more staff into the industry.

The Amicale also means much more than just a professional organisation. The word ‘Amicale’ was chosen deliberately to highlight the friendships between amicalists which have been formed over many years.

Individual sections in each country offer a range of activities which may include: A series of meetings every year including lectures by national organisations eg Tourist Boards; New hotel inspections; National Receptionist of the Year competition; Information sharing surveys eg laundry and internet prices; Product presentations; Initiatives to attract more young people into the industry such as visits to schools or visits of hotels by schools and to support them if they have chosen a career in Front Office.



*Left: Amanda Roberts, Centre: Vanessa Kellerhals, Right: Doris Schwarz*

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