



HOTEL
GRANDE BRETAGNE
A LUXURY COLLECTION HOTEL

Athens

HOTEL GRANDE BRETAGNE RECEIVES THE 1ST NATIONAL CUSTOMER SERVICE AWARD 2010 TEAM OF THE YEAR - FRONT LINE

Athens, 6 July 2010 – [Hotel Grande Bretagne](#) has won a prestigious nationwide distinction by receiving the 1st National Customer Service Award 2010 in the category 'Team of the year – Front Line'.



The Hotel Grande Bretagne presented its philosophy to the evaluating panel, as well as the practices and systems that are being applied in order to guarantee the high standards of Authentic Exceptional Customer Service offered to its customers. Part of the presentation covered effective management procedures for customer requests, the evaluation of guest satisfaction (through systems such as the 'Guest Satisfaction Index'), ongoing staff training and skills development, innovative services and products and the implementation of 'best practices' (such as Operational Innovation, Butler Service, StarGuest etc.). A key factor in the success of the Hotel Grande Bretagne is the Human factor - all the Hotel staff. Its commitment is to provide excellent hospitality and customer service by offering authentic exceptional experiences. This award is an important recognition of all this effort.

The 'National Customer Service Awards' is a new institution established this year by the [Hellenic Institute of Customer Service](#) (HICS). It aims to reward those who are committed to excellence in customer service and to highlight the outstanding and innovative practices of companies and organizations in Greece. About 100 companies took part in the competition, both multinational and Greek. The evaluating panel was comprised of prominent academics and business executives.