



NEWS ALERT

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TAJ CAPE TOWN SCOOPS COVETED GLOBAL HOUSEKEEPING AWARD

Cape Town's inner city jewel, the Taj Cape Town was recently selected from a pool of 119 opulent luxury hotels, including 15 international gems in the Maldives, Malaysia, the UK, the USA, Australia, the Middle East, Sri Lanka and Bhutan, to win the *Best Housekeeping Team* award at the annual Taj Awards for Business Excellence.

The ceremony was held in Mumbai, India on 10th July 2013.

One of eleven South African members of *The Leading Hotels of the World*, Taj Cape Town, a 176-room heritage property, was required to score equally in a four-point selection criteria based on *Guest Focus, Product and Service Standards, Hygiene* and *Customer Feedback System*. Only those hotels that had made at least three process improvements over the past year, and scored above 70% on the selection criteria, were able to enter.

"Key to the Taj Cape Town winning this award has been empowering my housekeeping team by giving them a very clear sense of their roles and responsibilities, communicating with them regularly, and ensuring that they are constantly kept abreast with what's happening both in and outside the hotel. I also encourage regular feedback on new procedures before they are implemented, ensuring that I have the support of my entire team," says Michelle Sihlali, Executive Housekeeper for the 123-year-old luxury property.

Before joining Taj Cape Town in October 2009, Michelle held responsibilities as Assistant Executive Housekeeper at Orient Express' Mount Nelson Hotel, followed by a stint in hospitality training with Platinum Hospitality.

Commenting on the award, Taj Cape Town GM, Michael Pownall says, *"I am delighted that my diligent team, who often are quietly working behind the scenes, have been recognised for the hard work and dedication that they apply on a daily basis. The true spirit of hospitality emanates from a genuinely caring team of professionals. Congratulations!"*

About Taj Hotels Resorts and Palaces

Established in 1903, Taj Hotels, Resorts and Palaces is one of Asia's largest and finest group of hotels, comprising 95 hotels in 54 locations across India, with an additional 16 international hotels in the Maldives, Malaysia, Australia, UK, USA, Bhutan, Sri Lanka, Africa and the Middle East.

From world-renowned landmarks, to modern business hotels; idyllic beach resorts to authentic Grand Palaces, each Taj hotel offers an unrivalled fusion of warm Indian hospitality, world-class service and modern luxury. For more than a century, The Taj Mahal Palace, Mumbai, the iconic group flagship, has set a benchmark for fine living with exquisite refinement, inventiveness and warmth. Taj Hotels, Resorts and Palaces is part of the Tata Group, India's premier business house.

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