



# Operations Award

# Operations Award



CALABASH

Luxury Boutique Hotel & Spa

GRENADA

O<sub>2</sub>  
OCEAN  
TWO

**THE WESTIN**

PUNTACANA  
RESORT & CLUB



## Operations Award

# CALABASH

Luxury Boutique Hotel & Spa

GRENADA

- Calabash Luxury Boutique Hotel in Grenada is leading the way with a cooperative style of leadership to increase efficiency and quick decisions. Through the new system which focuses on the importance of strong and healthy internal communications, team members understand their respective areas of responsibility, helping to eliminate uncertainty and unnecessary disputes.





## Operations Award



- Emphasis on people development by purposefully engaging team members at all levels
- The hotel works with the most influential employees throughout the organization to reach those who management might not ordinarily have been able to reach and take their feedback and suggestions on board.
- When you invest in your people, they will invest in your business. They are the most valuable resource.





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### **THE WESTIN**

**PUNTACANA  
RESORT & CLUB**

- The Westin Punta Cana in the Dominican Republic is investing in anticipating the needs of guests and responding quickly and decisively.
- The hotel is delivering competency-based training and certification for its employees and members of the community, to increase employee engagement and capacity building.



# Operations Winner

