



Life Time Achievement Award

Jenny Lock of Greenbanks, Norfolk

Last year's winner of the Life Time Achievement and this year's head judge, Professor John Forte OBE, was delighted to present this year's lifetime achievement award to Jenny Lock, Chatelaine of Greenbanks Hotel in Norfolk.

The judges felt Jenny should be recognised for the work she has done over many years, not just in 2009. Jenny has developed a sustainable business, within an amazing environment, and had the foresight to take on board many Green issues before it became trendy, and she achieved early gold in the Green Tourism Business Scheme.

Jenny has always been heavily involved with the local community, an ex-teacher, she has given talks to many schools, and invited them to Greenbanks to learn and develop. Early this spring she was giving a

food demonstration at the local rural life museum, promoting local food and healthy eating.

Jenny has also played active roles in local tourism groups, gives support and advice to those who ask, even other local hoteliers! Jenny is a member of the new RDPE (Rural, Development programme for England) Local Action Group, a member of The Brecks Tourism Partnership and has co-written a local produce menu chart for schools.

Over the years Greenbanks has been nominated for and awarded many accolades, including the Queens Award for Sustainable Development in 2001. However, Greenbanks would not exist if it were not for Jenny Lock, and for this reason the judges, and indeed Jenny's team at Greenbanks, feel her work should now be recognised,



Professor John Forte & Jenny Lock of Greenbanks Hotel.

as she had her most successful year in 2009. Jenny is still looking at ways to improve and develop Greenbanks and the surrounding environment, even as she turned 70 in April.

We cannot think of anyone better to receive a Considerate Hoteliers Association Lifetime Achievement Award. They rarely make them like Jenny anymore.

Raymond Blanc OBE One of Life's Good Eggs



Raymond Blanc left (Good Egg) & John Firrell (CHA)

A new award saw the light of day at the recent Considerate Hotel of the Year 2010 Awards. Providing the supply of Rhea eggs is sustainable, this could be an award that everyone would like to win. The inaugural winner was never in doubt. Despite being a wonderful chef, Raymond Blanc is also a great hotelier as a visit to Le Manoir Aux Quat Saisons will prove.

It is so totally apt and appropriate that the first recipient of the Considerate Good Egg Award should be Raymond Blanc. The award is intended to recognise those in the hospitality business who have inspired and encouraged others to embrace certain principles of life. As far as Considerate Hoteliers are concerned, those principles involve a dedication and willingness to impart to others the absolute need to always try their best, that good enough is not enough, be ultra considerate and socially responsible, if you can help others to achieve excellence in what they do, then you are thoroughly deserving of the Good Egg Award.

Raymond is a beacon of sustainability both in himself and the profession he is in. More than that, he cares for those around him, and they for him. It may take a while to explain to Raymond what the very English expression "A Good Egg" means, but those who know him, realise he fits the title perfectly.

Winning Ways - A Photo Finish!

This year, when the short listed hotels were announced for the 2010 Awards, there were more hotels on the list than ever before. There was good reason for this, and the judges made no excuse as to why this should happen. The plain and simple reason was there were so many excellent entries and the judges wanted time to deliberate and decide. Whilst the hotels and individuals listed below did not ultimately win the award, they deserved to, such was the excellence of their efforts. We hope they will try again in 2011 – it was that close.

Considerate Hotel of the Year – Langham London, County Hotel (Chelmsford), base2stay (London), Best

Western Premier Blunsdon House Hotel (Swindon), Crowne Plaza London Docklands, Linthwaite House (Windermere), Haymarket (London), Metropolitan, Radisson Edwardian Leicester Square, Inter-Continental London Park Lane

Green Team of the Year – Langham London, Lancaster London, Egerton House, Milestone Hotel, Crowne Plaza London St James.

Green Champion – Malcolm Lewis (Longueville Manor), Jenny Lock (Greenbanks), Diane Stenning (Old Tollgate Hotel).

CHA Chairman Delighted with the Awards Response and the Result

Summing up the success of the 'Considerate Hotel of the Year Awards 2009/10', CHA Chairman Gordon Campbell Gray – Chairman, CampbellGray Hotels – said:

"We have been delighted at the number of entries received for this year's CHA Annual Awards and by the excellent standard demonstrated. Each year, entrants manage to go that extra 'green' mile beyond the previous year; and I offer all our winners and those who were short-listed, our most heartfelt of congratulations. I would also like to express our deep gratitude to our award judges and sponsors, with a special 'thank-you' to The Dorchester – a much valued and leading CHA member – for assisting us in providing a fantastic venue to match the significance of the event, which has become one of the most important in the UK hospitality industry calendar."

Annual General Meeting held on Wednesday 2nd June 2010

As an aperitif to the Gala Lunch, The Considerate Hoteliers Association held its Annual General Meeting in the Park Suite at The Dorchester London. Details of the meeting will be found within the forthcoming newly created member's area on the web site.

The following considerate hoteliers were re-elected to the CHA General Committee:- Gordon Campbell Gray (Chairman), John Firrell (Director/Secretary), Peter Bramich, Chris Barrass (Ritz), Julian Payne (Threadneedles London), Ciaran Fahy (The Cavendish London), Vanessa Scott (Strattons, Norfolk), Alan Rushbrook (Mandarin Oriental Hyde Park), Puja Khanna (51 Buckingham Gate), Andy Churchill (Dorchester).

CHA Ambassadors: Professor John Forte OBE and Raymond Blanc OBE.

Considerate Buddy Scheme

We will shortly be launching the Considerate Buddy scheme, where CHA will put hotel members interested in pairing or connecting up with other hotels in touch with one another. One of the major member benefits of CHA is the ability to network amongst members and we want to capitalize on this. Several member hotels have indicated a wish to be in contact with other hotels so they can further their agenda, discuss matters of mutual interest, arrange exchange visits, compare data and generally help each other. The idea is to connect hotels with each other who probably already have a number of things in common, although one could be a country house hotel and the other a city hotel, but they would be within striking distance of one another so exchange visits can be arranged. If your hotel would have an interest in being a Considerate Buddy please let us know by emailing John Firrell at jfirrell@consideratehoteliers.com This surely must be the ultimate green dating agency! We will keep you informed of progress.