

THE GRAND

YORK



Jordi Vaca at The Grand, York wins Concierge of the Year at prestigious industry awards

The winners of The Caterer's 2023 Hotel Cateys were revealed on Monday night with Head Concierge at The Grand, York, Jordi Vaca, taking home the prestigious Concierge of the Year award.

Jordi was awarded for his efficient and helpful pre-arrival support, his personalised service and attention to detail, for always creating a lasting impression and being referred to as "the man to go to!" by guests.

The Grand's reputation is built upon exceptional five-star service, and it is down to Jordi and his team to exceed guests' expectations every day. Like all other Splendid Hospitality Group properties, the team have a dedicated focus on warm hospitality, impeccable service, and meticulous attention to detail, the hotel consistently ensures memorable stays, highlighted with a flurry of five-star reviews.

This is demonstrated clearly through feedback received through guest satisfaction surveys which show 92.1% of guests are likely to recommend the hotel following a stay. The hotel sits at position two on TripAdvisor for 'Top Hotels in York' following a consistent series of five-star reviews, many of which mention the warm welcome from Jordi and his team.

Jordi's win marks the only one for the city of York. The Grand, York is an iconic destination combining timeless elegance and contemporary luxury. Nestled in the heart of York, one of England's most historic and vibrant cities, the hotel offers an unrivalled experience for city breakers

Speaking of his win, Jordi commented: "I'm incredibly proud to be awarded with this accolade. I'm passionate about providing outstanding guest service, ensuring guests return time and time again to The Grand and our beautiful city. Building and supporting the concierge team to be the best they can be, as well as embracing my own characteristics to be the best I can be, are all elements of the job that I really enjoy."

The award-winning hotel features 207 rooms alongside an intimate and relaxing Spa, state-of-the-art Cookery School, world-class event facilities and exclusive food and beverage outlets including a fine dining restaurant, Legacy, The Rise Restaurant, Terrace & Bar for breakfast, afternoon tea and dinner and The 1906 cocktail bar. To book a stay please visit, www.thegrandyork.co.uk.

– Ends –

For press enquiries please contact Wild Card

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Editors' notes

About The Grand, York:

The Grand, York is part of the Splendid Hospitality Group which consists of 24 hotels and is one of the UK's fastest growing-privately owned hospitality groups, owned and directed by Shiraz and Nadeem Boghani. The

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five-star property is housed in one of the historic city's most iconic buildings, offering guests a unique approach to inclusive luxury. A destination for memorable experiences and unforgettable service, The Grand delivers the finest of Yorkshire hospitality, from locally sourced food and beverage to bespoke experiential packages.

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The Grand has been acknowledged with multiple awards, including 'Hotel of the Year- Group' at the Cateys Awards, 'Best Afternoon Tea' by Condé Nast Johansens Award for Excellence, 100 Best Places to Work by The Sunday Times and 'Large Hotel of the Year' at the Visit York Tourism Awards. www.thegrandyork.co.uk

About Splendid Hospitality Group:

Splendid Hospitality Group, controlled and directed by Shiraz and Nadeem Boghani, is the operator and developer of a portfolio of 24 hotels with over 2,500 bedrooms as well as 39 fast food restaurants. It is one of the UK's fastest growing privately-owned hospitality groups which has made a name for itself through the design, construction, and operation of a full range of hotel styles and locations across the UK, ranging from limited service to luxury. The group enjoys the support of major franchisors such as IHG, Accor, and Hilton. The portfolio includes York's only five-star hotel, The Grand, York and Hilton London Bankside, a phenomenal 5-star property in the heart of London's Bankside. www.splendidhospitality.co.uk

About AA Media

AA Media connects the UK with travel ideas and rated hospitality businesses. It includes AA Hotel & Hospitality Services, which rates and publishes information about the hospitality industry, including hotels, guest accommodation and restaurants. They introduced the renowned star rating scheme for quality in 1908 and have inspected restaurants for the Rosette award since 1956. Every year, they publish a well-established range of lifestyle publications such as the camping and restaurant guides.

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