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The Torricon's Rosie Wilkins wins Hotel Catey Front of House Manager of the Year 2021



Rosie Wilkins from The Torricon in the Scottish Highlands has won the acclaimed Front of House Manager of the Year 2021 at the Hotel Cateys held at London's Park Plaza Westminster Bridge hotel on Friday 19 November.

The Hotel Cateys were created in 2007 to reward and recognise the most successful hotels, hoteliers and hotel employees across the UK who work tirelessly to deliver exceptional guest experiences every day.

Joining The Torricon in 2015, Rosie trained as a hospitality apprentice for two years before being promoted to Front of House Supervisor, Guest Relations Manager and later to Front of House Duty Manager in 2020. She currently directly leads a team of three staff, as well as being responsible for the pastoral care of 54 colleagues from different departments. She is the manager of the entire guest experience from pre-arrival to departure, and also responsible for co-ordinating and managing The Torricon's green and environmental practices.

Boasting luxury bedrooms, a 3 AA rosette restaurant, and a range of activities for guests to experience, The Torricon is one of Britain's leading retreat hotels. Set in a 58-acre estate at the end of a magnificent sea loch in the jewel of the Scottish Highlands, Wester

Ross, this castle-inspired hotel has one of the most spectacular and idyllic locations in the country.

The Torridon's owner and people director, Rohaise Rose-Bristow, said: "We are so very proud of Rosie and this immense achievement. It is thoroughly deserved. Rosie has a natural gift for communication and her energy and smile has been at the core of our business for the last seven years, offering our guests a true Highland welcome. She is constantly learning, evolving and growing in her role, and we are delighted she has been recognised for her hard work."

Rosie commented on the accolade: "I am so proud to have won this prestigious award. I've had an incredible seven years at The Torridon, and I am so pleased to have been able to continue my journey of growth and development at the resort, working with such a great team of people in a place like no other."

For more information about The Torridon, visit www.thetorridon.com

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Notes to editors:

The Torridon comprises a five AA Red Star Hotel, The Stables rooms and private cottage The Boat House, totalling 32 bedrooms, including triple and family rooms. Indulge in gourmet restaurant 1887 or experience relaxed and informal cooking at Bo & Muc. The Whisky Bar offers over 365 malts and over 120 gins including The Torridon's own handcrafted gin, Arcturus, while Bo & Muc serves a range of Scottish ales. Torridon Outdoors is a team of highly qualified guides who can tailor outdoor adventure activities to suit.

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