



GENEVA – Who will be the World's best hotel receptionist in 2021? With a 100% virtual competition, the International Association of Front Office Managers and Hotel Managers (AICR) will crown the World's Best Receptionist on 24th April, live and available to watch online for free.

Over the past 8 months, a vast number of candidates competed in their countries to become national champions – over 1000 hotels worldwide were able to submit their representatives. Now, the 12 national champions do battle for the “David Campbell Trophy” in the international finals.

“The AICR World’s Best Receptionist has become a global competition and receptionists from all around the World are able to show their service skills in front of a renowned jury”, explains Egidio Marcato, AICR Councillor and Chief Judge.

The competition format was created in 1995, and usually takes place face to face with a live role-play at the heart of the challenge. This year, due to Covid-19, it has been redesigned to be 100% virtual. “Times have changed drastically, but we were not willing to accept that this will cut the opportunity for young talents in our industry to show their skills and shine on this platform”, says Arian Roehrle, AICR International President.

The AICR World’s Best Receptionist competition aims to find service excellence - no matter what hotel category and location, regardless of hotel company or hotel school, everyone can become part of the AICR and compete.

With the support of industry sponsors and business partners, we will broadcast the winner’s announcement live on 24th April in a TV show format. This broadcast, for the first time in the competition’s history, opens the competition up to non-AICR members, allowing everyone around the World to participate and celebrate young talent in the hospitality industry.

The live TV show starts at 10:30am CET on 24th April and can be found on www.worldsbestreceptionist.com and all AICR social media channels.

This year's finalists are:

AUSTRALIA - Lucy McNamara - Crown Metropol Melbourne
AUSTRIA - Deborah Baranow - Park Hyatt Vienna
CHINA - Jessica Lian - Student / Grand Hyatt Shanghai
CÔTE D'AZUR - Antoine Pettier - Hotel Aston La Scala Nice
GERMANY - Lara Dröge - Fairmont Vier Jahreszeiten Hamburg
ITALY - Nicolas Zalonis - Hotel Le Massif Courmayeur
PARIS - Clémence Mauray - Four Seasons Hotel George V Paris
QATAR - Ivesha Chaudhary - Sheraton Grand Doha
SINGAPORE – Vithyabharathi - Marina Bay Sands Singapore
SWITZERLAND - Max Vetter - Baur au Lac Zurich
UAE - Marie Therese Olaguer - Mandarin Oriental Jumeira Dubai
UK - Katharina Maria Strasser - Gleneagles Hotel Auchterarder

For more information contact us on info@worldsbestreceptionist.com or visit www.worldsbestreceptionist.com

INTRODUCING THE CANDIDATES

2021
WORLD'S
BEST
RECEPTIONIST
THE DAVID CAMPBELL TROPHY



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