

The World's Best Receptionist for 2021 has been announced at a virtual ceremony hosted by the International Association of Front Office Managers and Hotel Managers (AICR).

Over the past eight months, a vast number of candidates competed in their respective countries to become national champions, with more than 1,000 hotels worldwide submitting their representatives. The 12 national champions then battled it out for the David Campbell Trophy in the international finals.

We are delighted to announce that Baur au Lac's Max Vetter has been crowned the World's Best Receptionist for 2021. Max is 27 years old and has been part of the Baur au Lac family in Zurich since March 2020.



“Supporting young talent is part of our professional culture at Baur au Lac. It is of great importance to us to provide a platform for young talents where they can develop their professional and personal skills. With the title "World's Best Receptionist" Max Vetter has shown his outstanding skills and abilities and we are delighted that he has received this recognition as part of our team.” Wilhelm Luxem, General Manager at Baur au Lac.

Below is the list of the 12 finalists:

- **Lucy McNamara** – Crown Metropol Melbourne (Australia)
- **Deborah Baranow** – Park Hyatt Vienna (Austria)
- **Jessica Lian** – Shanghai Business School/Grand Hyatt Shanghai (China)
- **Antoine Pettier** – Hotel Aston La Scala, Nice (Côte d’Azur)
- **Lara Dröge** – Fairmont Vier Jahreszeiten, Hamburg (Germany)
- **Nicolas Zalonis** – Hotel Le Massif Courmayeur (Italy)
- **Clémence Mauray** – Four Seasons Hotel George V (Paris)
- **Iveesha Choudhary** – Sheraton Grand Doha Resort & Convention Hotel (Qatar)
- **Vithya Subramaniam** – Marina Bay Sands (Singapore)
- **Max Vetter** – Baur au Lac Zurich (Switzerland)
- **Marie Therese Olaguer** – Mandarin Oriental Jumeira, Dubai (UAE)
- **Katharina Strasser** – The Gleneagles Hotel, Auchterarder (UK)

AICR councillor and chief judge Egidio Marcato said: *“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.”*

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. However, the competition was redesigned this year to be fully virtual due to COVID-19.

For any further information, please do get in touch.

Best wishes,
Clare

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