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MEDIA RELEASE

Gold Coast resort judged as one of the best at prestigious awards



Royal Woods Resort once again stood out as one of the best in Queensland when it was announced as a finalist in the Apartment category at the prestigious Hotel and Motel Accommodation Association (HMAA) Awards of Excellence on Friday.

The Gold Coast based independently owned resort's commitment to quality in every facet of what they do allowed them to excel over many much larger national and international entrants.

The Awards of Excellence were developed by HMAA to recognise and reward the best businesses and people in Queensland's accommodation industry.

According to Kamni Kalwani, Director of Royal Woods Resort, the team of staff at Royal Woods are the key to the success of the five star resort.

"This recognition from our industry peers is as a direct result of all the hard work the team put in to consistently creating a first class experience," said Ms Kalwani.

"The can-do attitude instilled right across our staff training program is fundamental to ensuring our guests have a memorable stay. No request is too big that we can't find a way to accommodate it," she said.

As testimony to their professionalism and dedication to continuously improving their guests' experience, Royal Woods Resort has previously won their category four times at the annual HMAA Accommodation Industry Awards for Excellence.

HMAA requires nominees to meet an exhaustive list of criteria, including customer service, staff development, quality services and facilities, business success and consistent innovation.

"The HMAA Accommodation Industry Awards for Excellence are all about achieving and maintaining the highest standards in the accommodation industry", said Garry Crockett, HMAA's National Chairman.

"HMAA understands and rewards the vital contribution of accommodation operators to creating, inspiring and promoting tourism, through providing the highest standards of service to their guests," said Mr Crocket.

The glittering HMAA Awards of Excellence function held in Brisbane was attended by over 250 leaders of the Tourism and Accommodation Industries.

"The night was a wonderful chance to celebrate the thousands of small, medium and large businesses that make up our accommodation industry in Queensland – businesses providing great service to many millions of domestic and inbound travellers, jobs to over 30,000 Australians, and economic and social benefits to every part of Queensland," he said.

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