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MEDIA RELEASE



O'SHANNESSEY'S QUALITY TOURS WIN NATIONAL AUSTRALIAN ACHIEVER CUSTOMER SERVICE AWARD

O'Shannessy's Quality Tours, based in Rye VIC, has won the 2021 Australian Achiever Award for Australia's **Travel, Tourism & Accommodation Services** category.

Now into its twenty-fourth year, the Australian Achiever Awards are an independent, unbiased award system based on assessment ratings from a business's own customers. The awards provide an indication of a well-run business where satisfied customers are a sign that a business is healthy, worthy of praise and increased custom.

The award focuses on eight criteria, namely: Time Related Service, Addressing Client Needs, Care and Attention, Value, Attitude, Communication, Perception and Referral. The criteria are rated individually in percentage terms and the final score is an amalgam of these. Anything above 80% overall is regarded as exceptional and reflects outstanding customer service.

O'Shannessy's Quality Tours achieved a perfect **100.00%** overall score for Customer Service and Relations, topping all other Travel, Tourism & Accommodation Services business applicants to become the **National Winner**. The 2021 Australian Achiever Award proves O'Shannessy's Quality Tours delivers on the promise of customer satisfaction.

Established in 1992 by Laurie and Margaret O'Shannessy and continued by their son Chris and his wife Bernadette, O'Shannessy's Quality Tours is a family-owned company with many decades experience in mature age and senior coach tours throughout Australia. They operate over 100 fully inclusive multi-day tours, right from the south of Tasmania to the very tip of the Cape York Peninsula, covering every corner of Australia. They have built a fantastic reputation over 35 years, with regular passengers coming back time and time again. Chris says "At O'Shannessy's Quality Tours we are well known for our unparalleled levels of customer service, we promise to strive to give our guests the highest level of comfort at all times. This award reflects the level of hard work and commitment of each and every individual involved in our business, I am so proud of everyone."

Some of the comments Australian Achiever received from O'Shannessy's Quality Tours customers are:

I would not travel with anyone else. O'Shannessy's Quality Tours always take fantastic care of me from start to finish. They are friendly and easy to deal with. And, any questions I might have are dealt with straight away.

O'Shannessy's Quality Tours look after me so well. I appreciate that the tour guides take into account my health and are always there to help. They are so prompt and caring. I have tried other businesses but they just do not compare.

They are the best travel firm we have ever dealt with. Their tours are exceptional. We cannot wait for our next tour with O'Shannessy's. Everything they do is first class, all the way.

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For more information go to www.achiever.com.au or contact:

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