

July 2020

MEDIA RELEASE



O'SHANNESSEY'S QUALITY TOURS SCORES 92.16% FOR CUSTOMER SATISFACTION

The judging process for the 2020 Australian Achiever Awards for Australia's **Travel, Tourism & Accommodation Services** category was completed on 2nd July.

O'Shannessy's Quality Tours scored 92.16% and was awarded **VIC State Winner** for this category.

Now into its twenty-third 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 system focuses on eight criteria, each scored separately, namely: Time Related Service, Addressing Client Needs, Care and Attention, Value, Attitude, Communication, Overall 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. A complete list of all businesses who have achieved award status over the last few years can be viewed at www.achiever.com.au.

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

The coaches are always sanitised and cleaned thoroughly, and that was even before COVID-19 happened. All staff, including the coach drivers and chauffeur, are very trustworthy and honest. They do everything spot on. They demonstrate empathy and make me feel a part of the tour. The menus are great, and the itinerary accurate. Everybody completely looks after us and cares for us, including checking to make sure the rooms are okay during the tour. The staff are magnificent; they are very customer-focused. They give out safety instructions before each tour to make us feel safe. I am always very happy with their service.

O'Shannessy's Quality Tours have a high reputation for reliability. Their brochure is very good. The staff are very well trained, and very experienced with the tours. Everything ran on time and I always felt confident with them. They are very professional, nice and friendly, and quick to resolve any issues if they arise. The administration staff were also very good. They were very attentive and took great care of us, we felt great and were very happy.

O'Shannessy's Quality Tours have always looked after us very well. They attend to our specific and personal needs and have even looked after us when we were sick. We have been well informed about cancellations during COVID-19. I love the commentary on the tours and I have been very happy with them. They even provide a door to door chauffeur service.

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