

June 2019



## Media Release

### **O'SHANNESSEY'S QUALITY TOURS SCORES 98.62% FOR CUSTOMER SATISFACTION**

The judging process for the 2019 Australian Achiever Awards for Australia's Travel, Tourism & Accommodation Services category was completed on 5th June.

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

Now into its twenty-second 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 seven criteria, each scored separately, namely: Time Related Service, Addressing Client Needs, Care and Attention, Value, Attitude, Communication and Overall Perception. 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](http://www.achiever.com.au).

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

*My experience has been that O'Shannessy's Quality Tours are absolutely excellent. Their customer service is wonderful; they have helped me with everything. I believe they would even help with medical attention if it was required, and would contact my next of kin. They are the only people I will travel with. The staff are on the ball and sharp as a tack. I have had fourteen tours with them, and each of them has been excellent.*

*My most recent tour with them was to the Canberra War Memorial. They helped to source information regarding my late husband who was a WW2 Veteran. They assisted me with everything, including research on his time in the Army. And they organised for me to have a sit down meeting with a Memorial staff member when we got there. They went above and beyond the normal levels of customer service. I have been on more than twenty tours, and I would never travel with anybody else. My experience with them has been very positive.*

*O'Shannessy's Quality Tours are a fantastic organisation, and the team are terrific to deal with. Their customer service is outstanding, and they have always looked after us well on every tour I have been on. They really do seem to understand our needs.*

- ENDS -

For verification of this report, please contact

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