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## **MEDIA RELEASE**

# **Gold Coast resort shines at prestigious awards**

Royal Woods Resort stood out as an accommodation industry leader when it was announced as the winner of the Luxury Apartment/Villa category and Employee of the Year categories at the prestigious Hotel and Motel Accommodation Association of Queensland (HMAA) Awards of Excellence on Friday.

In both categories, the independently owned resort was the outright winner, being the only entrant throughout Queensland to achieve the benchmark set by the panel of 3 experienced industry judges. The HMAA requires nominees to meet an exhaustive list of criteria, including customer service, staff development, quality services and facilities, business success and consistent innovation.

Winning an HMAA award is one of the accommodation industry's highest accolades. The resort won both categories that it entered while competing against much larger national and international companies.

The Royal Woods Resort team were ecstatic about the awards as they recognised their commitment to providing a unique and luxurious experience. Set on 12 acres at Ashmore, Royal Woods Resort is the only all villa-style resort on the Gold Coast.

Ken Clarke, Assistant Manager of Royal Woods Resort, said everything they had done in the past year to create an absolute first class experience had lead to this recognition from the industry.

"The hundreds of hours that the team has put in to creating procedures for all scenarios over the past 12 months meant the resort consistently provided a 5 star experience for guests," she said.

Eduardo Gomes, the recipient of Employee of the Year award, has been instrumental in proceduralising Royal Woods Resort with the support of a great team, said Mrs Clarke.

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

"Both of these rewards are a direct result of all the hard work the team put in to ensuring our guests have a memorable stay," she said.

The team morale and can-do attitude that is instilled right across our staff training program is fundamental, said Ms Kalwani.

"Our motto is to never say no. No request is too big that we can't find a way to accommodate it."

This is the fourth time Royal Woods Resort has won at the annual HMAA Accommodation Industry Awards for Excellence.

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### **For Further Information:**

**Carolyn Line**  
**Public Relations Consultant**  
**Australian Resource Management Services**  
**Mobile: 0403 386 053**  
**E-mail: carolyn@arms.com.au**