



16 April 2008

## **QUEST: WHAT CORPORATE TRAVELLERS WANT**

Paul Constantinou, Chairman of Quest Serviced Apartments, speaks about the group's success as they celebrate their twentieth year of focussing specifically to the corporate traveller:

People and customer service are cornerstones of our success and closely bound together. Our people listen to our corporate clients and partner with them to ensure our relationship is mutually beneficial; it is by adapting to their needs that we provide the industry with a real alternative.

Corporate clients know they can rely on the Quest brand to exceed their expectations and this is reflected in our strategic direction. We want Quest Serviced Apartments to become 'your' home, 'your' office, and 'your' meeting room. We equip corporate travellers with the ability to conduct business away from home – with the services you would expect of a hotel, whilst enjoying the independence and space of apartment style accommodation.

Reliability of service and quality is also vital, as reflected by our highly transparent pricing. We use fixed negotiated rates and a 'no surcharge' policy – once we negotiate a corporate rate, we stick to it every day of the week, every week of the year.

Dynamic pricing, where costs rise and fall depending on demand, gives a false sense of cost-efficiency while creating more work and complications for the corporate client and their travel budgets.

Leisure guests may have the flexibility of changing plans or a last minute bargain but not corporate travellers; they require availability, generally at the last minute, along with predictability, service, and a reliable level of quality – Quest provides that.

With more than 120 properties, Quest also aims to be everywhere the corporate traveller needs to be in Australia, New Zealand and Fiji. Our properties are located conveniently near major airports, high business traffic suburban and regional locations, and central business districts and

Quest Serviced Apartments offer a comprehensive range of accommodation solutions across more than 110 properties throughout Australia, New Zealand and Fiji. For more information on Quest Serviced Apartments contact 1800 334 033 from Australia, 0800 944 400 from New Zealand or email [qrc@questapartments.com.au](mailto:qrc@questapartments.com.au)



our forward expansion focus is on regional hubs such as Echuca, Chermside, Gladstone, Albury and Ipswich.

Over the past five years we have enjoyed consistent double-digit growth and we see no signs of that slowing down. In fact we expect future demand to increase as business travellers recognise the benefits of Quest in terms of comfort, service, convenience and value.

Quest New Property Openings for 2008:

- Quest Echuca VIC
- Quest Ipswich QLD
- Quest Ivanhoe VIC
- Quest Chermside QLD
- Quest Cunningham Street (Haymarket, NSW)

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**For further information please contact:  
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