



December 08

LOCAL BUSINESSMAN ADDS VALUE TO BUSINESS TRAVELLERS

SEEKING A 'HOME AWAY FROM HOME'

With 15 years' experience with Quest Serviced Apartments, Paul Goldsmith knows a thing or two about operating a Quest franchise property.

Now the franchisee of two Quest properties Paul knows the importance of delivering superior customer service and a top-quality product.

Paul's foray into franchising and the accommodation sector started at Quest head office when there were only nine properties in the Group. One and a half decades later, Quest Serviced Apartments boasts a portfolio of 120 properties throughout Australia, New Zealand and Fiji.

Paul's philosophy is all about offering a personalised service to each of his guests staying at either of his Quest properties. He steers clear of the impersonal hotel environment, ensuring that all his customers feel at home.

With Quest Glen Waverley as his newest venture, Paul is keen to immerse himself into the local business community adding value to the 'home-from-home' experience being sought by the business traveller who often is away for periods greater than two weeks at a time.

"The relationship with our local community is our greatest asset and we are committed to adding value where we can as a leading business. As well, we are steadfast in our desires for delivery of the highest standards on each and every guest's needs.

"Customer service is our top priority. When you stay at a Quest property we endeavour to get to know you through our highly personalised level of service, in contrast to a big hotel.

"We are also better able to anticipate guests' needs ensuring their experience is a positive one in the knowledge that they will be looked after by our friendly team," said Mr Goldsmith.

Paul is particularly excited about Quest Glen Waverley and the opportunity that has been given to him to operate this property.

Quest Serviced Apartments offer a comprehensive range of accommodation solutions across more than 120 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 grc@questapartments.com.au



He says the biggest challenge at Quest Glen Waverley is avoiding complacency. Success at his East St Kilda property has made him even more determined to uphold the very best in service delivery.

“We are fortunate to have a strong brand and when you couple this with a great product and a strong corporate market in the Monash precinct, it augurs for a determined focus to maintain the highest standards,” he said.

Ninety per cent of the team at Quest Glen Waverley will be drawn from a five-kilometre radius says Paul so he is looking forward to appointing some ‘true locals’ to join him on his journey.

Already he has signed on Deborah Bartholomew, with whom he worked at a previous Quest franchise, as his Business Development Manager. Deborah brings a rich background in developing businesses and creating and maintaining corporate relationships.

With his mantra of ‘respect for our guests’, success at Quest Glen Waverley is sure to be ‘just around the corner’ following the opening of the property this month.

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