

# Quest announces 2009 winners

## Castle Hill takes out top spot

**Media release**

**30 November 2009**

Quest Serviced Apartments celebrated a successful 2009 by announcing Quest Castle Hill (NSW) as its National Franchise of the Year.

Quest Castle Hill also picked up the award for NSW Franchise of the Year and was a finalist for the front of house Employee of the Year Award (Toni La'ulu).

The announcement was made at the 2009 Quest Franchise of the Year Gala Awards Dinner on Saturday 28 November. A further 10 winners were announced including New Zealand Franchise of the Year, Australian Regional Franchise of the Year (Victoria, New South Wales/ACT, Queensland and South Australian/Northern Territory/Tasmania), Excellence through Commitment, Employee of the Year, and Supplier of the Year. *See table summary page two.*

Quest finalists and winners were chosen from over 1500 staff and more than 125 properties across Australia, New Zealand and Fiji.

"It's a very positive way to end what has been a successful year for Quest Serviced Apartments. We've come out from the GFC strong and opened another 19 properties across Australia and New Zealand during the past 18 months. It's a credit to our dedicated franchisees, staff, and suppliers," Quest Chairman, Paul Constantinou, said.

"The awards were judged across a variety of factors including upholding Quest values, Mystery Shopping and performance results, to name a few," Nick Suriano, General Manager – Franchising at Quest said.

"Put simply, we nominated and awarded the best of the best."

### **National awards**

The Australian Franchise of the Year winner was Quest Castle Hill (NSW). The five finalists were Quest Carlton on Finlay (VIC), Quest Castle Hill (NSW/ACT), Quest Spring Hill (QLD), Quest West End (WA) and Quest Waterfront (SA/TAS/NT).

Across the Tasman, the New Zealand Franchise of the Year winner was Quest Dunedin. The two finalists were Quest on Ward and Quest Palmerston North.

The Excellence through Commitment award went to Quest Moonee Valley. The four finalists were Quest Collins St Central, Quest Frankston, Quest Geelong and Quest Mooney Valley.

### **Regional awards**

The Victorian Franchise of the Year winner was Quest Carlton on Finlay. The four finalists were Quest Carlton on Finlay, Quest Dandenong, Quest Docklands, Quest Frankston, Quest St Kilda Bayside and Quest Southbank.

The New South Wales/ACT Franchise of the Year winner was Quest Castle Hill. The five finalists were Quest Camperdown, Quest Castle Hill, Quest Maitland and Quest Wagga Wagga.

The Queensland Franchise of the Year winner was Quest Spring Hill. The two finalists were Quest Spring Hill and Quest Townsville.

The West Australian Franchise of the Year winner was Quest West End. The three finalists were Quest Harbour Village, Quest on Rheola and Quest West End.

The South Australian/Northern Territory/Tasmanian Franchise of the Year winner was Quest Waterfront. The finalists were Quest Darwin, Quest Mansions and Quest Waterfront.

### **Employee awards**

For the first time, two Employee of the Year awards were given due to the high calibre of entries. They include Jeremy Wilson, receptionist, from Quest St Kilda Bayside (VIC) and Annette Bishop, executive house keeper, from Quest Spring Hill (QLD). Twenty-one nominees were registered, nine were finalists.

### **Supplier awards**

TravelCLICK was awarded the winner of the Supplier of the Year title amongst nine other years. It was the second consecutive year franchisees had voted TravelCLICK for the top spot.

### **2009 award winners**

<b>Award</b>	<b>Winner</b>
Australian Franchise of the Year	Quest Castle Hill (NSW)
New Zealand Franchise of the Year	Quest Dunedin
Excellence through Commitment	Quest Moonee Valley (VIC)
Victorian Franchise of the Year	Quest Calrton on Finlay
NSW/ACT Franchise of the Year	Quest Castle Hill (NSW)
Queensland Franchise of the Year	Quest Spring Hill
West Australian Franchise of the Year	Quest West End
SA/NT/TAS Franchise of the Year	Quest Waterfront (TAS)
Employee of the Year	Jeremy Wilson, Quest St Kilda Bayside (VIC) Annette Bishop, Quest Spring Hill (QLD)
Supplier of the Year	TravelCLICK

### About Quest Serviced Apartments

Quest has become Australasia's largest provider of serviced apartments, with more than 125 properties across Australia, New Zealand and Fiji. Established in 1988, Quest offers stylish, well appointed and spacious apartments designed with the business traveller in mind.

With separate bedrooms and living areas, fully equipped kitchens, additional

amenities and high service standards, Quest provides flexible accommodation that allows its guests to work or relax in complete comfort.

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