

Docklands business scoops award win

Media release

2 November 2009

Local business of four years, Quest Docklands, has been announced as the winner for the 'Outstanding Contribution to Back of House' category at the Hotel Motel and Accommodation Association (HMAA) Victorian Award for Excellence.

Erin Hibberd, Quest Docklands' Executive Assistant, received the award on Friday 30 October at a gala dinner. After missing out on the top spot last year for the same award, Friday night's win was a sweet victory for the twenty-something hospitality industry's rising star, who has been with Quest Docklands for almost four years.

Michael Hibberd, franchisee and Director for Quest Docklands, was delighted by the result.

"We are extremely proud of Erin and our win. This prize recognises not just Quest Docklands' dedication to providing guests with outstanding service experiences, but also the strength of the Docklands as a business hub.

Over 80 per cent of Quest Docklands' guests are business travellers. The fact that they choose to stay with us says something about the convenience of the Docklands and its world-class facilities that make doing business here a pleasure."

As the name suggests, the 'Outstanding Contribution to Back of House' category awards excellence in the tasks and operations that allow for the smooth running of an accommodation provider - from accounts receivable, to budgeting, human resources management and more.

"It's easy to forget the people behind the scenes. Without back of house staff it's difficult for people at the front counter to focus solely on guests and quality of service. It's a vital part of the business."

The award win has further encouraged Erin to set her sights on one day operating her own Quest property.

"Running a business like a Quest Docklands certainly keeps you busy, especially when it's located in a buzzing place like the Docklands. From corporate travellers during the week to weekenders enjoying the nearby sights, there's hardly ever a quiet moment. I love a challenge though and couldn't think of a better place to be."

The HMAA Victorian Award for Excellence was produced with the support of Host Plus, AAA Tourism, American Express, Westpac Business, MBF Health and OAMPS to acknowledge Australia's finest properties and exceptional staff.

About Quest Docklands

Quest Docklands is a 4.5 star, Eight-storey property situated at 750 Bourke Street, sharing the same concourse with Etihad Stadium. It offers guests a contemporary 'home away from home' experience. Our one and two bedroom apartments feature a fully equipped kitchen, laundry facilities, broadband internet access and separate living and dining areas.

Other Quest Docklands services include: daily in room dining; pantry shopping; secretarial services; dry cleaning and laundry services; and a tour desk. Quest Docklands is the perfect choice for the executive corporate traveller and those wanting a weekend away.

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.

-ENDS-

For media enquiries or to arrange an interview with Michael or Erin Hibberd from Quest Docklands, please contact:

Georgie Cavanagh, Haystac
Ph: (03) 8689 2252
Mob: 0409 803 642
E: g.cavanagh@haystac.com.au

Kara Kangwa, Haystac
Ph: (03) 8689 2256
Mob: 042 33 99 778
E: k.kangwa@haystac.com.au