

July 2014



## Media Release

### O'SHANNESSEY'S QUALITY TOURS FOURTH TIME WINNER OF AUSTRALIAN ACHIEVER CUSTOMER SERVICE AWARD.

**O'Shannessy's Quality Tours**, Rye, has won the 2014 Australian Achiever Award for Australia's Travel, Tourism & Accommodation Services category, having previously won this distinction in 2004, 2007 and 2009.

Now in their 16th year, the Australian Achiever Awards are an independent, unbiased award system based on assessment ratings from companies' own clients – and are therefore an indication of a well run, healthy business, worthy of patronage. The award focuses on seven criteria, namely: Time Related Service, Addressing Client Needs, Care and Attention, Value, Attitude, Communication and Overall Perception.

The criteria are rated individually in percentage terms and the final score is an amalgam of these. Anything above 80% overall is regarded as exceptional and reflects outstanding customer service.

O'Shannessy's Quality Tours achieved a **98.73%** overall score for Customer Service and Relations, topping all other Australia Travel, Tourism & Accommodation Services businesses. The 2014 Australian Achiever Award proves O'Shannessy's Quality Tours continues to deliver on the promise of customer satisfaction.

Established as a Coach Touring business in 1986, O'Shannessy's Quality Tours is managed as a family business and now operates with a team of seventeen. O'Shannessy's specialises in tours to all Australian States and Territories **as well as a growing number of overseas destinations**. A large number of O'Shannessy's passengers are repeat customers, which emphasises their quality of care.

Some comments received from O'Shannessy's Quality Tours customers were:

*I wanted to visit the west coast of Tasmania and saw their ad in the 50 Plus magazine. Their tour included the wilderness so I was very interested in going with them. Although I had approached another company who were less expensive, they weren't covering as much as O'Shannessy's so I took the bull by the horns and booked with O'Shannessy's Quality Tours. I had the most wonderful trip, Mary and Andy were terrific, they ensured we saw some wonderful sights and the accommodation was so comfortable - great value for money.*

*I have done 25 trips with O'Shannessy's and each and every one of those trips has been excellent. I have travelled all around Australia and overseas with them and everything has always run very smoothly and been trouble-free. Their staff are very professional, friendly polite, well presented and caring and they ensure everyone has a great time.*

*The people you talk to at the office are very helpful indeed and they make sure every thing runs smoothly. They are very polite, courteous, well presented in uniform and their communication and customer service is excellent. Andy, the driver, is always very safety conscious, careful with the more frail of us and looks after everyone's needs very well. The coordinator, Mary, goes above and beyond. I have enjoyed three great trips so far with O'Shannessy's and plan to enjoy some more.*

ENDS: For more information, go to [www.achiever.com.au](http://www.achiever.com.au) or contact Chris O'Shannessy and the team on 1800 354 352.