

## **Beachhaven Holiday Park Wins Top Hospitality Award**

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Beachhaven Holiday Park owners Ian and Vicki Smith's exceptional hospitality and high level of attention to detail has earned them the prestigious AA Spirit of Hospitality Award for Excellence in Holiday Parks.

When asked what their secret for award winning hospitality was, the Smiths put it down to having fantastic staff working at the Holiday Park.

"This award is not about Vicki and I, it is about our great staff. Beachhaven is focused on providing hospitality and good clean facilities at a reasonable price. It's also the connections that you make with your guests, going that extra mile to make them feel valued makes all the difference," says Ian.

Ian and Vicki are no newcomers to winning awards, Beachhaven also won the 2011 Qualmark Most Improved Holiday Park Award. They've also collected numerous awards for Waihi Beach Top Ten Holiday Resort since they took over in 1996, including the New Zealand Tourism Award and the Westpac Business Awards.

The Smiths brought the Beachhaven Holiday Park down the road from Waihi Beach Top Ten in 2009 with the idea of providing a different kind of experience to the resort style of the Top Ten Holiday Park.

AA Tourism General Manager of Marketing Rebecca Cherry says anyone wishing to experience outstanding hospitality at a Holiday Park must schedule a holiday in Waihi Beach.

"What really sets the Beachhaven Holiday Park apart from other reviews was the extra mile they go for their guests. The ability to remember and recall guest names is just one of the many attributes that was consistently mentioned by guests in the reviews," says Ms Cherry.

"The accommodation sector is constantly being reviewed by travellers online so it is vital that operators maintain a high level of customer service and professionalism. I congratulate each of the other finalists for the importance that they place on customer service and hospitality," she says.

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