

*Burrabliss*

*Luxury Bed and Breakfast Accommodation*



## AUSTRALIAN BUSINESS QUALITY AWARDS

# Award Winning Bed & Breakfast Accommodation

Burrabliss Bed & Breakfast at Lake Boga has been recognised for service excellence in the 2015 Australian Business Quality Awards. Strong focus on customer satisfaction leads Burrabliss Bed & Breakfast to win the Gold Award.

Lake Boga, Victoria, Australia – Burrabliss Bed & Breakfast owners Tricia (pictured) & Bruce Pollard, achieved the esteemed Australian Business Quality Award for successfully adhering to its high service standards and going beyond customers' needs.

Now in its 7th year, the Australian Business Quality Awards acknowledges enterprises that exhibit outstanding service levels as assessed by their customers. The organisation measures businesses against a range of internationally-recognised principles of best practice in customer service.

"We are extremely excited and proud of this accomplishment. For us it is proof that our customers are happy and satisfied with the quality service they receive. It also demonstrates our commitment to please our guests by providing overall quality service. In

our business we strive to give our guests an experience they will remember and cherish," said Tricia, Host of Burrabliss B&B.

Uniquely located overlooking the foreshore of Lake Boga, Burrabliss B&B offers boutique accommodation surrounded by expansive gardens. With the essence of nature, tranquillity at its best, guests are able to relax and unwind. With all home cooking, including homemade preserves produced from local ingredients guests are welcome to dine with their hosts and learn about the local area should they wish to.

Recounting an experience with Burrabliss farms B&B, one of its customers related, "I choose to stay at Burrabliss Farms B&B because they have superior quality, excellent customer service and a personalised relationship. Tricia



& Bruce are warm, welcoming and always friendly."

Equally satisfied with Burrabliss B&B, another customer said, "I feel at home when I stay there, Trish has made it a home away from home, everything you could ever need is there, its immaculate, we would not stay anywhere else. This is a real gem; Tricia & Bruce have done a great job.

Another guest commented "We drove from Melbourne to Visit the Flying Boat Museum and landed in heaven at Burrabliss. Thank you for the best B&B we have ever stayed in."

The Australian Business Quality Awards aim to raise the bar in customer service by encouraging businesses to be the best at what they do and rewarding those who excel in their respective fields. Open to any enterprise, regardless

of its size and the nature of its business, the awards evaluate how effective an enterprise is in performing against its own and best practice customer service standards.

According to the organisation, "Customers always look for the best service, which positively impacts the business in various facets, from recall to word of mouth and repeat business that all affect the bottom line. The awards not only give the business the recognition it deserves but also identify aspects that surpass customer expectations and those that have room for improvement."

**Providing a good indication of which businesses have strong customer satisfaction ratings, the Australian Business Quality Awards bestows the Bronze Award to enterprises that garner a score of 70% to 80%, the Silver Award for an 80% to 90% score, and the prestigious Gold Award for a score of 90% or higher. A complete list of the winners is available at [www.businessquality.com.au](http://www.businessquality.com.au).**

**Burrabliss Bed & Breakfast, 169 Lakeside passion. See contact details below.**

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Host: Tricia Pollard

## Quality Bed and Breakfast Accommodation Overlooking the Waters of Lake Boga

• Also a 2 storey Holiday House (sleeps nine) available



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