



BIG4 Anglesea

BOROUGH OF
QUEENSCLIFFE –
TOURISM,
ACCOMMODATION
AWARD

JUDGES' COMMENTS

Cohesive team approach and has developed a culture of empowered staff. Has strong customer service focus and they act on customer suggestions and feedback to make changes and add new value. Entrant has demonstrated they have achieved their goals and their financial results.

SCORES

Vision and leadership	85/100
Marketing	83/100
Operations and operational results	85/100
Human Resource development and management	83/100
Customer service	84/100
Total	420/500



Anglesea's Big4 Holiday Park has added to its reputation as a sound, customer-friendly and environmentally aware operation with this year's Tourism and Accommodation award.

The family-owned and operated park has won the category for the second year running for its commitment to the tourism industry and promotion of Anglesea as a holiday destination for more than 20 years.

Tim Bone runs the business with his parents Peter and Kathie Bone and together the business team provides cabin, tent and caravan sites throughout the year including during the busy summer period. Sites range from budget accommodation to luxury spa units.

BIG4 Anglesea was also the first Australia holiday park to attain benchmark status with the international environmental benchmarking system, Green Globe 21.

Award judges commended the entry for its strong team ethic to deliver outstanding customer service to casual holiday makers and conferences for up to 80 delegates.

The business' submission boasted new enviro-friendly actions such as installing a new rain water tank and a new electric golf cart.

BIG4 Anglesea also supported community and charitable causes, with regular donations and free accommodation.

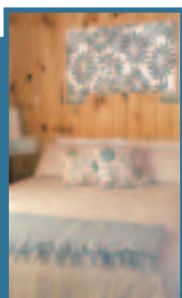
Borough of Queenscliffe – Tourism, Accommodation Award winner, Big4 Anglesea's Tim Bone, Borough of Queenscliffe's Cr Val Lawrence and judge John Bugg.



**BIG4 ANGLESEA
HOLIDAY PARK**
★★★★☆

*on the
Great Ocean Road*

Luxury Getaway



- Indoor Heated Pool
- Indoor Toddler Playroom
- Conference Facilities

- Wireless Internet Access
- 500m to Beach
- Entertainment Centre

- Indoor Dining Area
- Tennis Court
- Movie Room
- Adventure Playground