



aha|sa  
Australian Hotels Association (SA)

HOTEL INDUSTRY  
AWARDS FOR  
EXCELLENCE  
WINNERS  
2015

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Australian Hotels Association (SA)



The AHA|SA proudly represents nearly 600 operators across South Australia. These range from traditional pub style hotels to small venues and larger accommodation businesses.

The AHA|SA Awards for Excellence are recognised as the most prestigious awards in the hospitality industry, honouring the achievement of excellence in a wide range of categories. This on-going commitment to excellence ensures our State's hotels are some of the best in Australia.

South Australian hotels provide patrons with a great range of food and beverage, entertainment, quality accommodation and excellent service. They are also the perfect place to socialise, be entertained, relax and enjoy living. There is no doubt that South Australian hoteliers and their staff should be proud of the services and facilities they offer.

The annual AHA|SA Awards for Excellence provides a prime opportunity for operators to showcase these venues and be proud of their achievements. For the winners it also brings fabulous marketing, advertising and endorsement opportunities that are invaluable to the business.

The AHA|SA Awards for Excellence is the highlight of the South Australian hotel calendar, bringing together hotel industry members and associates from all corners of the State to celebrate our vibrant industry and recognise those hotels that have achieved excellence.

Congratulations to the SA Hotel Industry Awards for Excellence winners for 2015.



30 MILLION+ MEALS SOLD P.A.



ANNUAL PAYROLL  
EXCEEDS \$480+ MILLION



87% REMAINS FAMILY  
& SME BASED



\$2 MILLION VOLUNTARY  
CONTRIBUTION TO SA'S  
GAMBLERS REHABILITATION  
FUND P.A.

# CROWNE PLAZA ADELAIDE

**Best Superior Hotel Accommodation**

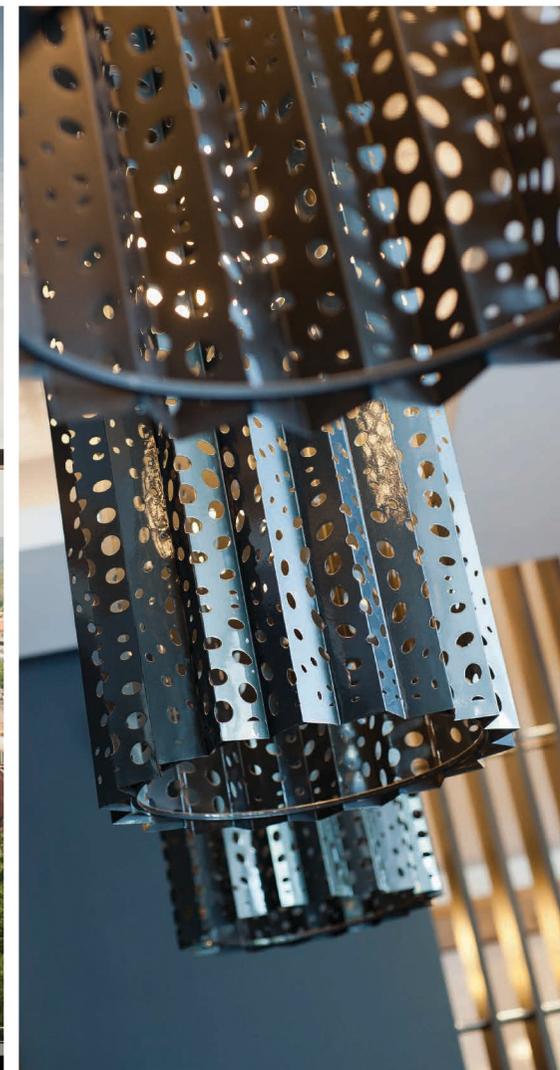
**Best Environmental Practice & Energy Efficiency**

Adelaide was introduced to the Crowne Plaza brand in 2010 after The Wallis Academy in Hindmarsh Square screened its last film in 2007 and was cleared to make way for the first newly built, internationally branded hotel to open in South Australia in more than 20 years. Crowne Plaza Adelaide was the 16th Crowne Plaza to open in Australia.

In the five years since opening, Crowne Plaza Adelaide has established itself as a premium accommodation provider in the Adelaide CBD. It is designed for the discerning business and leisure traveller who appreciates elegance combined with the practicality of the latest features.

“We are very fortunate to have a strong brand presence on the back of a global brand of 411 hotels across the world and 89 hotels in the pipeline,” says Linda Collis, General Manager. “With that being said, we are a leader in the conference and events market having welcomed over 2200 meetings and hosted over 50 weddings and catered for up to 500,000 guests since opening our doors.” “Facts and figures aside, we pride ourselves on being one step ahead of all of our guests and creating a home away from home experience, particularly as some of our guests travel for multiple nights at a time. Each day our creative and passionate team are looking for new ways to push the expectations higher and surprise and delight our return and new guests”

“If the first five years has brought us multiple awards and a reputation as a leader in the Adelaide market - I am excited as to what the next five will bring!”  
visions Linda.





## 2KW BAR & RESTAURANT

### Best Restaurant – General Division

The new 2KW Bar & Restaurant oozes the “wow” factor, not just for its location but its amazing commitment to stunning cuisine with a high standard. The team excel on all levels and are recognised for their endless commitment to fresh, local, different and tasty. The customer service compliments this commitment making 2KW a new gem in Adelaide’s dining landscape.



## PORT LINCOLN HOTEL

### National Award Winner 2015

#### Best Bar Presentation & Experience – Country

The Port Lincoln Hotel is an excellent venue with a great bar menu, helpful staff and a wonderful ambience. It is top of its class in regional South Australia. Sharky’s Bar boasts great live entertainment and caters for a wide demographic. With a diverse menu, TAB and SA lotteries facilities and large plasma screens, it is a popular spot for both locals and tourists. The beverage offering has something for everyone and the customer service is highly professional. The venue keeps itself current and ahead of its peers.



## THE PUBLISHERS HOTEL

#### Best Bar Presentation & Experience – Metropolitan

The brand new Publishers Hotel excels in bar presentation and service. It is a worthy winner with its extensive beverage offering and superior delivery and service. The operator’s passion for excellence is evident and customers are treated to a cosy, glamorous venue with a contemporary style. This is a little gem tucked away in the west end of Adelaide with a massive future. A standout and well deserved winner of this award.



## LAKES RESORT HOTEL

### Best Marketing & Promotion – Accommodation Division

The Lakes Resort Hotel continues to be a stand out with its marketing and promotion. They understood the need to boost their marketing budget in 2014 and the results have paid off for them. The campaigns to break into younger markets and present the hotel as a premier and dynamic entertainment venue were a success. A well organised marketing plan within each hotel department and a sound back end with informative analytics provided a great basis for the hotels success.



## NATIONAL WINE CENTRE

### Best Tourism & Regional Promotion

Situated on the edge of Adelaide’s stunning Botanical Gardens, the National Wine Centre showcases the Australian Wine Industry brilliantly. Visitors are able to experience the winemaking process from the vine to the bottle through an interactive Wine Discovery Journey. Visitors can dine in the café or take a guided tour. In April 2014 they rebranded the café as the ‘Wined Bar’. Here the general public are welcome to taste 120 of Australia’s finest wines and experience comprehensive tastings with qualified professionals. They work closely with the SA Tourism Commission and host a wide range of organised tour groups. The National Wine Centre has become a must-see destination for those visiting from interstate and overseas.



## EYRE HOTEL, WHYALLA

### Gaming Venue – Country

The Eyre Hotel gaming room is constantly being updated. The staff are trained in all aspects of responsible gaming and work closely with Gaming Care to ensure a pleasurable gaming experience. The renovated room incorporates the opulent looks of the 50s/60s, offers the latest gaming machines and a comfortable atmosphere.

# GOVERNOR HINDMARSH HOTEL

**Best Entertainment Venue**

**Hall Of Fame - Best Entertainment Venue in South Australia**

Named after the first governor of South Australia, The Gov has seen a lot of changes in the past 163 years. Since 1993, when the Tonkin family took over, The Gov has steadily established itself as South Australia's leading live music venue, highly regarded by musicians and music-lovers alike.

Originally established as a music venue by Brian and Vivian Tonkin with son Richard, sisters Joanne and Melissa Tonkin now have the reigns and are continuing to drive the success of the business based upon the principles established by their parents. "Good hospitality is just as important to musicians as it is to our customers," Melissa explains. "We've always said that everyone within these walls treats music as a way of life and that is reflected in how we approach the musicians who perform with us and the experience we provide the music lovers of Adelaide."

"It's not uncommon for The Gov to be hosting music in multiple rooms on the same night," Joanne continues. "It can set a different atmosphere in each of our bars, but it's always inclusive and interactive. We've always placed an emphasis on encouraging people to enjoy music in very personal and personable ways. That basic value of being personable runs throughout our restaurant, at our functions and through our many bars."





## CLEVER LITTLE TAILOR

### Best Small Venue

The Clever Little Tailor was one of the first to start it all on Peel Street. A superb venue with a great offering, it has a small footprint that entices a good crowd. It offers a great range of wines, beers and spirits and the bar staff are extremely knowledgeable on all their products, and are eager to please and make you feel welcome. A lovely small bar that is quaint and charming all round.



## THE PRETORIA HOTEL, MANNUM

### Best Redeveloped Hotel – Country

In October 2013 the Hurley Hotel Group purchased the much loved Pretoria Hotel located directly on the mighty Murray River at Mannum. With careful planning to include the heritage and history of the venue, the renovation included new gaming room, dedicated function spaces and updated bistro and bar area. Paying homage to the 1956 flood that devastated the area was important as this significant event helped shape the town.



## STRATHMORE HOTEL

### Best Staff Development & Training – under 100 employees

The Strathmore Hotel continues a long standing commitment to staff training and development. The hotel places a large emphasis on in-house training on a regular basis including order of service, wine and gaming training. The hotel also goes beyond standard training and development practises with initiatives such as their mentoring programs.

# EAST END CELLARS & THE TASTING ROOM

## Best Retail Outlet

East End Cellars is Australia's leading premium wine merchants, showcasing more varieties, more regions (both from Australia and internationally) and more award winning wines than any other cellar in Australia.

A family owned and operated business, East End Cellars has changed the way people enjoy and buy wine with the launch of 'The Tasting Room'.

The Tasting Room is exactly what it suggests it is - an opportunity to taste a vast array of wines from all over South Australia and the world in a chic, relaxed and inviting urban setting.

EEC's owner Michael Andrewartha said: "We have been in the wine business for the better part of 30 years as a retailer, producer, grower and exporter. Over this time, we have seen a growing desire for customers to revel in the wine selection and education experience and The Tasting Room together with our Cellars meets this need".

Boasting exceptional customer service, a terrific layout and commitment to selling quality products that suit each customer, the Tasting Room is an outstanding business that delivers what customers are looking for.





## STAMFORD PLAZA ADELAIDE

### Best Staff Development & Training – over 100 employees

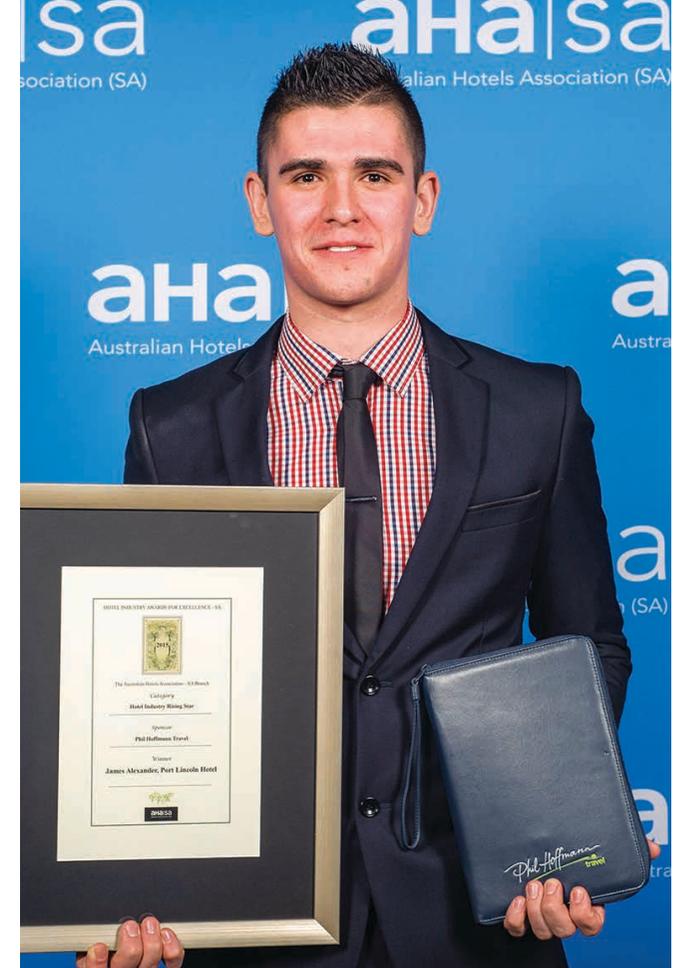
The Stamford Plaza Hotel partners with many organisations such as le Cordon Bleu, Adelaide Hospitality and Tourism School and TAFE SA in training of staff. They have revised their hiring policies to give preference to hospitality students for roles that offer career progression throughout the hotel. They also regularly hire students on work placements and internships in all areas across the hotel. A revised performance management and development system creates clear key performance indicators, enabling staff to understand what is required to obtain their next promotion. These programs have led to an 8.5% decrease in the staff turnover rate.



## WARRADALE HOTEL

### Best Apprentice Development & Training

The Warradale has shown an enormous commitment to training apprentices, especially through their kitchen. Staff performance and development is monitored on a daily basis and the Head Chef meets one-on-one with each regularly. The cookery apprentices will receive training across all kitchen sections and careful planning across the group sees a good balance of first and final year apprentices. They also encourage apprentices to compete in competitions and industry based skill events.



## JAMES ALEXANDER, PORT LINCOLN HOTEL

### Hotel Industry Rising Star Award

James Alexander has excelled in his personal dedication to the success of The Port Lincoln Hotel and his leadership and commitment. Entrants in this award must be aged 26 or younger and be in a management position in a hotel. The judges decided on the winner by taking into account the entrants' knowledge, expertise, interest, involvement and ambitions in the hotel industry.



## SUNDOWNER HOTEL MOTEL WHYALLA

### **Best Mid-Range Accommodation**

The Sundowner boasts 37 well-appointed rooms that are set aside from the hustle and bustle of the main venue. The hotel has exceptional dining and general facilities, and is a one stop shop for travellers to the Whyalla region. The customer service is highly rated making it a very well deserved winner in this category.



## THE GULLY PUBLIC HOUSE AND GARDEN, TEA TREE GULLY

### **National Award Winner 2015**

#### **Best Outdoor or non-enclosed facility**

#### **Best Marketing & Promotion – General Division**

This exciting renovation to the old Tea Tree Gully Hotel is a breath of fresh air. The extensive addition has created a welcoming space to this 160 year old hotel. The outdoor area makes the most of a running creek and hill surrounds with all the conveniences patrons expect of modern hotels. It's trendy, warm, inviting and contemporary and offers a diverse experience for all generations and demographics. Complimented with a great menu and excellent service The Gully is an outstanding winner in this class.



## THE VINE INN BAROSSA

### **National Award Winner 2015**

#### **Best Community Service & Support**

The Vine Inn Barossa continues to show over and above commitment to its local community. It provides strong support for its local sporting institutions, as well as support for social issues. The Vine Inn also offers assistance to disadvantaged families through to educational support for kids and employment of local staff and contractors. The past 12 months has seen the Vine Inn contribute over \$50,000 in major sponsorships. Their particular passion this year was to assist the Social Justice Fund and a charity golf day raised in excess of \$4000. The Vine Inn Barossa is a venue which offers continued Community Service & Support, not just via the parameters of its constitution, but by its actions.

# THE MOSELEY BAR & KITCHEN

**National Award Winner 2015**

**Best Bistro /Casual Dining – Metropolitan**

**Best Entertainment Venue**

**Redeveloped Hotel – Metropolitan**

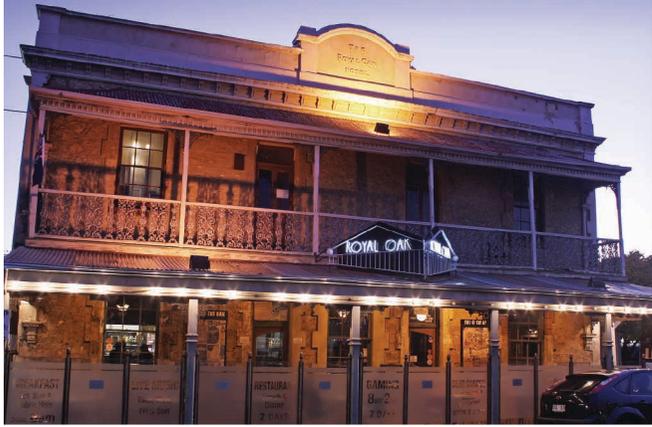
The RD Jones Group in conjunction with ABEO Design and Studio Nine Architects have taken this venue to a new level. In 2014, the venue known as The Dublin was transformed with renovations commencing to transform the Irish themed pub into a beachside destination of choice. The redesigned free flowing space is light and airy, creating a relaxing atmosphere with wonderful views. The renovation has invigorated the venue and combined with the excellent service and terrific food and beverage offering, this hotel is a winner. It's a destination venue that caters for many patrons.

The Moseley Bar & Kitchen along with The Gully Public House & Garden are two of the thirteen SA venues owned by the RD Jones group with owner, Richard Jones, at the helm. Richard has been in the hotel industry for over 30 years.

The RD Jones Group is passionate about investing in venues in South Australia and currently employees over six hundred staff. Renovations have already commenced on The Woodcroft Tavern with plans for the Holdfast Hotel already in the works.

“The RD Jones Group will continue to push the boundaries in South Australia by providing versatile indoor/outdoor areas for any season that appeal to all age groups. We plan to create innovative zones for more casual pub classics as well as continue to provide quality food and service with a focus on local produce,” says Luke Donaldson, Operations Manager for the RD Jones Group.





## ROYAL OAK HOTEL, NORTH ADELAIDE

**National Award Winner 2015**

### **Best Gaming Venue – Metropolitan**

Recent renovations to the Royal Oak Hotel have created a superior gaming room that has made a refreshing change to the venue. Modern styling meets old world charm at the hotel, which also provides a good mix of machines. The Royal Oak engages well with its customers and is a responsible venue utilising the services of Gaming Care. Staff are warm and friendly and the overall hotel facilities make this an award winning venue.



## LION HOTEL, NORTH ADELAIDE

### **Best Function Operation/Facility – General Division**

The Lion Hotel continues to excel in functions and events. It is a polished venue offering a diverse range of event spaces from an intimate dinner for 6 to a banquet for 100. Food and beverage options are amazing and customer service is discreet and efficient. A classy venue that ensures those 'special needs' are met, makes The Lion a well-deserved winner in this class.



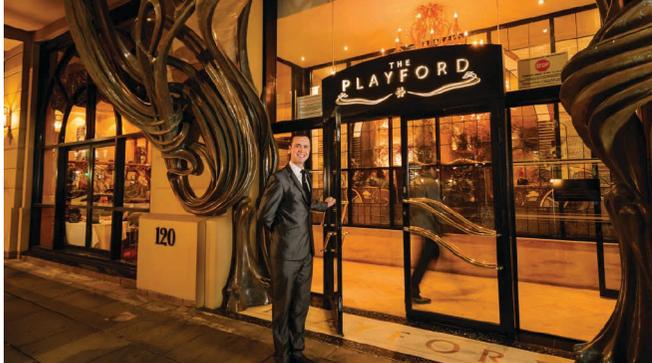
## STIRLING HOTEL

**National Award Winner 2015**

### **Best Restaurant – General Division**

### **Best Overall Hotel**

Since its renovation in 2008, the Stirling Hotel has taken out a total of nine awards across its major departments including Accommodation, Bistro, Retail and Restaurant. The Stirling has proven yet again that they are well ahead of the game in terms of its presentation, innovation, food, beverage and service excellence. The Stirling hotel is constantly evolving to suit the needs of the consumer. An outstanding and very popular venue with a very high standard across all of its major facets, it is a clear standout and very worthy of this important recognition.



## THE PLAYFORD ADELAIDE

**Best Deluxe Hotel Accommodation**

**Best Restaurant – Accommodation Division**

**‘Hall of Fame’ Best Restaurant – Accommodation Division**

The Playford Adelaide is a member of the MGallery collection. Its unique personality is experienced by guests through its architecture, interior design and services. Constant improvements have kept this hotel at an outstanding level. With 182 rooms, including 72 larger suites, each is superbly appointed, including balconies.

Their world class cuisine using South Australian ingredients provides a terrific showcase to travellers and locals. The commitment to food and wine partnering adds another dimension, with an extensive offering from many SA regions. Their service matches this excellence. Their motto is to ‘exceed the customer’s expectations’ and this is what they deliver.



## THE HIGHWAY

**Best Bistro /Casual Dining – Metropolitan**

**Best Sporting Entertainment Venue**

The Highway Hotel is ahead of its class with its bistro providing a varied, seasonal menu and excellent service. A bustling, vibrant atmosphere greets you at the door and the bistro offers unique dining experiences to keep the customers engaged. The Highway is constantly striving to be better and the feedback they receive from their customers is positive.

The Highway is a venue synonymous with sporting events. The lounge deck and bar is a substantial space that caters for major sporting events and telecasts including AFL, NRL, UFC, Racing and many others. The Highway supports many local and grass root sporting clubs and is also dedicated to regular sporting fundraisers. The food, beverage and service all contribute to producing an amazing sporting entertainment venue.



## MILLER APARTMENTS ADELAIDE

**2015 Best Apartment/Suite Accommodation**

**2015 Best Redeveloped Hotel – Accommodation**

The Miller Apartments are a wholly SA owned and operated business superbly located in the heart of the city. Friendly, impeccable service is coupled with spacious, contemporary apartments to create a pleasurable and satisfying stay. The lovely blend of a heritage building with a modern refurbishment results in a hotel that offers a delightful experience for guests.

# VICTORIA HOTEL STRATHALBYN

## Best Bistro /Casual Dining – Country

The Victoria Hotel established in 1865, is steeped in history with all of the country charm you would expect. Located on the Fleurieu Peninsula in the heart of picturesque Strathalbyn, it is a pleasant 45 minute drive from the CBD.

The Victoria Hotel boasts a 120 seat bistro, gaming lounge with 33 of the latest gaming machines, cosy bars with open fires and a 3 star motel.

Doug and Kate Walters took the helm in July 2000 when the opportunity arose to take on a pub of their own. After working in the industry in Adelaide, they decided to move with their three children and have enjoyed the country lifestyle ever since.

‘Hospitality is at times a cut throat industry with the public’s change in demand for the modernisation of hotels, pop up bars and restaurants, beer gardens and roof top bars. Being competitive in the current climate can be difficult however two standpoints remain constant, staff training and service.’ Kate said.

Kate and Doug employ over 30 employees, most of which are locals from Strathalbyn and surrounding districts and are proud to have five current employees reach their 10 year milestone.

The Victoria Hotel offers exceptional courteous service together with well-maintained facilities and excellent produce. The Hotel has seen many changes during its 150 years, with the construction of a 10 unit motel at the rear of the building in the 1990’s, a separate gaming lounge constructed in the early 2000’s and most recently a cosy new dining area. There is much to celebrate at the Victoria Hotel especially in its 150th year and Doug and Kate are proud to have won the Best Country Bistro /Casual Dining Award twice and attest this to the hard work and dedication from everyone involved.

‘We look forward to creating more of our own history at the Victoria Hotel and thank all the locals for their support during the last fifteen years’.





## ADELAIDE OVAL

### Best Function Operation/Facility – Specialist & Accommodation Division

Adelaide Oval has earned its reputation as the pinnacle events and functions venue in Adelaide. It boasts an extensive range of facilities coinciding with brilliant food and beverage offerings. Whether for an AFL luncheon, a charity fundraiser or a private event, the Oval provides amazing facilities and service to match. The food is exceptional and compliments the wonderful surroundings. The venue is very well managed and dedicated to excellence.



PROVIDE 80% OF ALL LIVE MUSIC GIGS  
(MAY 2015 CENSUS -MUSIC SA)



MORE THAN 12,000  
1 TO 5 STAR ROOMS



\$2.4 BILLION + IN ANNUAL  
RETAIL SALES



\$14 MILLION + IN DIRECT  
COMMUNITY, CHARITY AND  
SPORTING SUPPORT P.A.



\$288 MILLION + IN DIRECT STATE GAMING  
TAX IN 2013/14 + \$66.5M IN GAMING GST



MORE THAN 21,000 LIVE BAND  
PERFORMANCES P.A.



24,000 SOUTH  
AUSTRALIANS EMPLOYED

# 2015 AWARD NOMINEES

- 2KW Bar & Restaurant
- Adelaide Festival Centre
- Adelaide Oval
- Alma Tavern, Norwood
- Apothecary 1878
- Arkaba Hotel
- Avenues Café Bar
- Ayers House Functions
- Barossa Weintal Hotel, Tanunda
- Base
- Beach Hotel Seaford
- Brompton Hotel
- Caledonian Hotel, North Adelaide
- Coopers Alehouse @ Wallaroo Marina
- Cremorne Hotel
- Crowne Plaza Adelaide
- East End Cellars & The Tasting Room
- Edinburgh Hotel & Cellars
- Eyre Hotel, Whyalla
- German Arms Hotel
- Governor Hindmarsh Hotel
- Hackney Hotel
- Hahndorf Old Mill
- Hilton Hotel, Hilton
- Hotel Royal Torrensville
- Hotel Tivoli
- Hotel Victor
- Inglewood Inn
- Kensington Hotel
- Kent Town Hotel
- Lakes Resort Hotel
- Largs Pier Hotel
- Lion Hotel
- Macs Hotel
- Maid & Magpie Hotel
- Marion Hotel
- Mayfair Hotel
- Mile End Hotel
- Miller Apartments Adelaide
- Morphet Arms Hotel
- Mount Lofty House
- Mylk Bar
- National Wine Centre
- Novotel Barossa Valley Resort
- OG Hotel
- Parndana Hotel
- Pretoria Hotel
- Port Lincoln Hotel
- Publishers Hotel
- Queens Head Hotel
- Renmark Hotel Motel
- Republic, Norwood
- Rising Sun Hotel
- Robin Hood Hotel, Norwood
- Royal Oak Hotel
- Sevenhill Hotel
- Sferas Park Suites & Convention Centre
- St Francis Winery
- Stamford Grand Adelaide
- Stamford Plaza Adelaide
- Stirling Hotel
- Strathmore Hotel
- Sundowner Hotel
- The British Hotel
- The Colonist, Norwood
- The Duck Inn
- The Gully Public House & Garden
- The Highway
- The Lodge Hotel
- The Playford
- The Moseley Bar & Kitchen
- Tonsley Hotel
- Torrens Arms Hotel
- Victoria Hotel
- Vine Inn Barossa
- Village Tavern
- Walkers Arms Hotel
- Warradale Hotel
- Whitehorse Inn
- Woodville Hotel