



MEDIA RELEASE

*****EMBARGOED UNTIL 11.00pm 23 JULY 2013**

23 July, 2013

THE LION HOTEL ROARS ITS WAY TO THE TOP

The Lion Hotel in North Adelaide has been crowned King of the South Australian Hotel Industry, after receiving the award for South Australia's Best Overall Hotel in 2013 at this year's AHA|SA Hotel Industry Awards for Excellence.

The iconic hotel is already well known for its outstanding restaurant, and this year it has taken out the category of Best Restaurant – General Division for the 10th time since 1999 – an incredible achievement for the hotel and its owners Tim Gregg and Andrew Svencis.

The hotel is also the joint winner of the Best Outdoor/Non-Enclosed Facility category, honoring its popular outdoor area which underwent a major refurbishment in 2012.

The Lion Hotel was called to the stage two other times to receive the Best Bar Presentation & Service – Metropolitan award and joint winner of the Best Function Operation/Facility – General Division.

“The Lion's continued excellence in food, exceptional customer service, and constant upgrading to its bar and now its outdoor area has seen it set itself apart from the rest,” said AHA|SA General Manager Ian Horne.

“Tim Gregg, Andrew Svencis and their team must be commended on their constant attention to detail and re-evaluation as to what they have on offer. It is a hotel that the South Australian Hotel Industry can use as a premium benchmark and honour with the mantle of ‘Best Overall Hotel for 2013’.”

Another highlight from this year's Awards was the recently renovated Warradale Hotel, which has won an impressive three categories, including Best Bistro – Metropolitan, Best Outdoor/Non-Enclosed Facility and Best Redeveloped Hotel – Metropolitan.

“The Warradale is an exciting example of what “the local” has now become,” said Mr. Horne.

“A traditional suburban pub has been transformed into a contemporary urban venue that appeals to a range of demographics. It is on the cutting edge of design and technology, and shows excellence in cuisine.”

The 2013 AHA|SA Hotel Industry Awards for Excellence was held on Tuesday, July 23, in The Arena, at the Adelaide Entertainment Centre. Over 750 people attended this premier industry event, with entertainment provided by Leo Sayer, and local Adelaide band, The Attack.

The following hotels received multiple honours on the night:

- **The Lion Hotel:** Best Restaurant – General Division; Best Bar Presentation & Service – Metropolitan; Best Outdoor/Non-Enclosed Facility (joint winner); Best Function Operation/Facility (joint winner).
- **The Warradale Hotel:** Best Bistro/Casual Dining – Metropolitan; Best Outdoor/Non-Enclosed Facility (joint winner); Best Redeveloped Hotel – Metropolitan.
- **Macs Hotel, Mount Gambier:** Best Bar Presentation & Service – Country; Best Redeveloped Hotel – Country; Best Gaming Venue – Country.

- **Arkaba Hotel:** Best Mid-Range Accommodation; Best Sporting Entertainment Venue.
- **The Highway:** Best Gaming – Metropolitan; Best Marketed Hotel – General Division.

All winners from the AHA|SA Awards will now go on to compete in the **National AHA Awards** to be held in Canberra on October 2, 2013.

For further information, please read the following pages or contact:

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2013 AHA | SA AWARDS FOR EXCELLENCE WINNERS

- 1. Best Mid-Range Accommodation**
Arkaba Hotel
(Loxton Hotel received a Judges Commendation)
- 2. Best Apartment/Suite Accommodation**
Miller Apartments
- 3. Best Deluxe Hotel Accommodation**
Rendezvous Grand Hotel Adelaide
- 4. Best Bistro/Casual Dining – Country**
Rising Sun Hotel, Auburn
(Hagen Arms Hotel, Echunga received a Judges Commendation)
- 5. Best Bistro/Casual Dining – Metropolitan**
Warradale Hotel
- 6. Best Restaurant – Accommodation Division**
Sebel Playford Adelaide
(Lakes Resort Hotel received a Judges Commendation)
- 7. Best Restaurant – General Division**
Lion Hotel
(Brompton Hotel received a Judges Commendation)
- 8. Best Bar Presentation & Service – Country**
Macs Hotel, Mount Gambier
- 9. Best Bar Presentation & Service – Metropolitan**
Lion Hotel
- 10. Best Retail Outlet – Country**
Great Eastern Hotel, Littlehampton
- 11. Best Retail Outlet – Metropolitan**
Stirling Hotel
- 12. Best Outdoor or Non-Enclosed Facility**
Joint winners
Lion Hotel
and
Warradale Hotel

- 13. Best Entertainment Venue**
Governor Hindmarsh Hotel
- 14. Best Sporting Entertainment Venue**
Arkaba Hotel
- 15. Best Redeveloped Hotel – Country**
Macs Hotel, Mount Gambier
- 16. Best Redeveloped Hotel – Metropolitan**
Warradale Hotel
- 17. Outstanding Community Service & Achievement**
Loxton Hotel
- 19. Best Marketed Hotel – General Division**
The Highway Hotel
(Ramsgate Hotel received a Judges Commendation)
- 20. Best Tourism Initiative**
National Wine Centre
- 21. Best Environmental Practice & Energy Efficiency**
Lakes Resort Hotel
- 22. Best Gaming Venue – Country**
Macs Hotel, Mount Gambier
- 23. Best Gaming Venue – Metropolitan**
The Highway Hotel
- 24. Best Function Operation/Facility – Accommodation Division**
Sferas Park Suites and Convention Centre
- 25. Best Function Operation/Facility – General Division**
Joint winners
Hackney Hotel
and
Lion Hotel
- 28. Outstanding Achievement in Training – General Division**
Strathmore Hotel
- 29. Hotel Industry Rising Star Award**
Justin Twartz – Morphett Arms Hotel
- 30. Best Overall Hotel**
Lion Hotel

2013 AHA | SA Hotel Industry Awards for Excellence Final Winners

1. Best Mid-Range Accommodation is the Arkaba Hotel (Loxton Hotel has received a Judges Commendation)

The Arkaba Hotel has again displayed its commitment to excellence with its 62 rooms achieving a minimum 4-star rating. The hotel facilities compliment the high standard of accommodation with 18 hour reception, terrific food and beverage facilities on offer and a great location only five minutes to the city. Rooms offer all the mod cons that patrons look for when choosing accommodation. This is a very popular destination for return travelers.

The Loxton Hotel has received a Judges Commendation in this category.

2. Best Apartment/Suite Accommodation is the Miller Apartments

Miller Apartments are a wholly SA owned and operated business. The lovely blend of a heritage building with very a modern refurbishment results in a hotel that offers a very delightful experience for guests. It offers hotel style with the convenience of a serviced apartment and rooms contain all the modern facilities that can be offered. Although located in the very heart of Adelaide, rooms are pleasantly quiet whilst still being close to the action. The service is exceptional and the frontline staff display excellence in customer service.

3. Best Deluxe Hotel Accommodation is the Rendezvous Grand Hotel, Adelaide

The Rendezvous Grand Hotel is one of Adelaide's most elegant hotels, uniquely combining contemporary urban design with opulent European style. The superbly furnished 5-star rated venue boasts 201 luxurious rooms and suites with modern features and the latest technology. Guests can enjoy free Wi-Fi and a wide range of corporate services making it an ideal destination for the business traveler. There is plenty on offer for the leisure guests as well with 24 hour room service, lap pool and spa and a great city location.

4. Best Bistro/Casual Dining - Country is the Rising Sun Hotel, Auburn (Hagen Arms Hotel, Echunga received a Judges Commendation)

The Rising Sun Hotel in Auburn is a name synonymous in history. This heritage listed hotel has had a recent facelift from current operators, whilst keeping its old world class and intrigue. The menu offers a wide range of traditional and unique dishes with all ingredients prepared in-house by the Chef James Kolencik. The menu changes regularly, with something new and exciting always on offer. The hotel offers full table service and staff display an immense knowledge of the local region, especially of the wines which are comprehensively promoted on the wine list. This hotel is fast becoming a destination venue for travellers, as well as a favourite for the locals.

The Hagen Arms Hotel, Echunga has received a Judges Commendation for this category.

5. Best Bistro/Casual Dining – Metropolitan is the Warradale Hotel

The delightfully refurbished Warradale Hotel has displayed its diversity across many facets in its business, and the bistro is no exception. From the pub standards to the more discerning a la carte style options, the Warradale stands up to the challenge. Described as rustic cuisine, with exceptional friendly service within a warm urban setting, this sums it up well. Whether it is a schnitzel or a shallot and gruyere soufflé or the chocolate fountain dessert, there is something

for all, from the most sophisticated to the very young. The service is prompt and friendly and the wine list exceptional. The open kitchen keeps patrons entertained!

6. Best Restaurant – Accommodation Division is the Sebel Playford Adelaide (Lakes Resort Hotel received a Judges Commendation)

The Sebel Playford Adelaide has proven itself for the third year in a row as the finest that Adelaide has to offer in an accommodation venue. Its world class cuisine using South Australian ingredients provides a terrific showcase to travelers and locals. The commitment to food and wine partnering adds another dimension, with an extensive offering from the many SA regions. This restaurant maintains a high level of customer service and is a gem in South Australia's food and beverage crown.

The Lakes Resort Hotel has received a Judge's Commendation in this category.

7. Best Restaurant – General Division is the Lion Hotel (Brompton Hotel received a Judges Commendation)

The Lion Hotel remains unsurpassed as the best that Adelaide has to offer in this division. Their on-going commitment to fine dining has established them with a reputation of excellence in cuisine, service and ambience. Their wide selection of dishes using local produce and seasonal variations are delivered with creativity and finesse. The wine list is equally as impressive. The constant attention to detail together with exceptional customer service maintains the Lion at the top of its class. It is a destination venue for locals and those from afar.

The Brompton Hotel has received a Judge's Commendation.

8. Best Bar Presentation & Service – Country is the Macs Hotel, Mount Gambier

Macs Hotel, Mount Gambier is an exciting recently renovated venue that has totally transformed a tired traditional venue into a contemporary destination. Changing the name of the bar to the Macs' Cider Garden Bar, the venue has changed to tap into the local demographic, appealing to a wide range of patrons. Three main areas have been created, with an extensive range of entertainment on offer. The beverage selection is immense, specialising in cider, craft beers and local Coonawarra wines of course, and the food offering from pizzas to share plates compliments this 'meeting place' environment. Even the kids are catered for here! Staff are well trained, practice responsible service of alcohol and maintain a high level of service and a safe environment.

9. Best Bar Presentation & Service Metropolitan is the Lion Hotel

Over the last 16 years the hotel has worked hard to establish and maintain a reputation as a quality entertainment venue, with live music, a great atmosphere, fantastic food, a diverse offering of beverages and excellent customer service. The Lion Bar is a popular destination for locals, corporates and interstate travellers. They operate professionally with friendly and experienced staff. The recent renovations to the courtyard adds a new dimension to the bar and allows customers to be 'outside' and still feel included in the bar. The constant upgrading of furnishings and finishes keeps the Lion looking amazing and at the top of its game.

10. Best Retail Outlet – Country is the Great Eastern Hotel, Littlehampton

The recent renovation of the drive-thru at the Great Eastern has seen a massive improvement to this traditional pub. The impressive façade has been designed in keeping with the heritage of the hotel, and this SipnSave outlet features three spacious lanes and plenty of off street parking. The Great Eastern caters for every buyer, from beer, cider, spirits and a clear focus on wine. Tastings are run regularly, and the bottle shop boasts a cellar which is used for intimate tastings to the high end wine boutique market. The store has a clear layout, and they are happy to source products they may not have available.

11. Best Retail Outlet – Metropolitan is the Stirling Hotel

The Stirling Hotel's fabulous and unique retail outlet "Cellars & Patisserie" sets a new standard in Adelaide. This warm, vibrant and inviting space allows patrons to browse through their comprehensive range of local, national and international beverages as well as sit back, relax and enjoy a glass or two. Their customer service is exceptional and the staff are knowledgeable and professional.

12. Best Outdoor or Non-Enclosed Facility is the Lion Hotel and the Warradale Hotel (JOINT WINNERS)

There are two deserving winners in this category this year.

Firstly the newly renovated outdoor space at the Lion Hotel is a designer marvel. From very limited conditions, this hotel has transformed this space into an all-weather friendly environment as an extension of the main bar space. With all modern facilities and designer flair, it's a place to be experienced.

The Warradale Hotel's outdoor space is innovative, comfortable and tranquil. The real 'beer garden' feel of this space works well with the hotel. Featuring individual booths with separate volume and heating control, and abundance of heating, a fish pond and an open fireplace – this beer garden really does have it all! It is a very cleverly created all season space.

13. Best Entertainment Venue is the Governor Hindmarsh Hotel

The GOV has an amazing six state hotel awards and two national hotel awards in this category. Between the regular local bands playing in the front bar and the world-class music featured in the venue, The Gov really is Adelaide's home of live, original music. Since June 2007, over 350 different artists have graced their stages and live music can be enjoyed most days of the week. The Gov also boasts a fresh and exciting menu and beverage selection along with friendly and professional staff.

14. Best Sporting Entertainment Venue is the Arkaba Hotel

The newly renovated Sportys Bar & Arena at the Arkaba Hotel features 18 screens, four dedicated sports lounges and a three metre LED screen in the outdoor Arena. It now features state-of-the-art viewing technology, an island bar, mezzanine level, outdoor space with fire pit and fabulous Sporty décor. They sponsor many clubs including Adelaide United FC, Adelaide Bite and Sturt Footy Club. It was also the official Away Game Venue for the Adelaide Strikers and the Official Wallabies Clubhouse for the 2013 British Lions Tour. With horse racing, lotteries and Keno at your fingertips also, Sportys Bar has it covered!

15. Best Redeveloped Hotel – Country is the Macs Hotel, Mount Gambier

First licensed in 1864, the Dean Hotel Group purchased the hotel in 2010 and it was the first regional hotel for the group. The renovations commenced in stages commencing in 2011. The new Macs Hotel features a bistro, newly renovated bar, refurbished accommodation, kids indoor play area, cider garden, gaming room, and function spaces to suit all occasions. The intention in the renovation was to create spaces that were comfortable, family friendly and like nothing else in the area. It has become a popular meeting place for a broad range of demographics and has seen a significant increase in turnover as a result.

16. Best Redeveloped Hotel – Metropolitan is the Warradale Hotel

The Warradale Hotel first opened in 1963. From its humble beginnings, the area and market have changed, providing a great 'opportunity' for the Palmer Hotel Group to take on the challenge of this renovation. The renovation has delivered an 'urban hotel' that strives to be the best 'local'. With the first stages commencing in 2007, the hotel is now fully transformed with new dining, bar, gaming, outdoor and retail. It's comfortable yet modern, and a very clever creation of space. A great destination for a wide range of customers.

17. Outstanding Community Service & Achievement is the Loxton Hotel

Since its establishment over 100 years ago, the Loxton Hotel has been committed to the betterment of the community. In the last twelve months the hotel has supported a wide range of organisations including local schools, Rotary, Probus Groups, Lions, Apex, Chamber of Commerce and many events such as the Loxton Gift Athletics Carnival. All up the hotel has contributed nearly \$75,000 to support its community through donations and/or sponsorships. In a geographical area that has been through recent challenges, the Loxton Hotel has continued to dig deep.

19. Best Marketed Hotel – General Division is The Highway Hotel (Ramsgate Hotel received a Judge's Commendation)

The Highway has won this award for the fourth year running including an AHA National Award – this has earned them Hall of Fame recognition! The Highway has yet again proven it understands its local market and the importance of tailored marketing initiatives. The judges were very impressed with their commitment to market analysis which then laid the template for their branding with creative and innovative thinking and diverse delivery. The combination of website, databases, Facebook, Twitter, media and signage appeals to a wide target audience.

20. Best Tourism Initiative is the National Wine Centre

Situated on the edge of Adelaide's stunning Botanical Gardens, the National Wine Centre showcases the Australian wine industry and allows visitors to experience the winemaking process from the vine to the bottle through an interactive Wine Discovery Journey. Visitors can dine in the café, take a guided tour and experience comprehensive tastings with qualified professionals. The Friday Uncorked concept is a great casual format and they also run regular wine dinners and themed events that have proven to be very successful. The National Wine Centre works closely with the SA Tourism Commission and hosts a wide range of organised tour groups. The National Wine Centre has become a 'must see' destination for those visiting from interstate and overseas.

21. Best Environmental Practice & Energy Efficiency is the Lakes Resort Hotel

The Lakes Resort Hotel has completely restructured its operations to adhere to environmental and energy compliance. Changes have been made to their waste management systems, chemical usage, staff training strategies and energy consumption to not only make the hotel more environmentally friendly, but also cheaper to run. Energy usage has been reduced through the use of an Energy Monitoring System, indicating where energy was wasted and how it can be reduced. This has resulted in an overall cost saving to the hotel on going and also has reduced their carbon emissions. Good for the hotel, the environment and the bottom line.

22. Best Gaming Venue – Country is the Macs Hotel, Mount Gambier

Winning this award for the second year in a row, the Gaming Room at Macs Hotel features an eclectic combination of modern features with old world opulence. There are 32 machines available with a good mix from all major manufacturers. Guests are able to access a wide range of beverage and food options. The Dean Group work closely with Gaming Care to ensure all staff are accredited and receive all the required training to remain compliant with statutory regulations.

23. Best Gaming Venue – Metropolitan is The Highway Hotel

The Highway is committed to re-invigorate and to entertain. The spacious gaming room was recently refurbished with new carpet and upholstery. There are 40 of the latest gaming machines on offer with a varied game offering, and the room also offers lotteries and live sports. Their outdoor lounge is comfortable and well designed. The dedicated friendly staff are all fully accredited and receive regular training to keep them up to date with procedures relating to problem gambling and responsible service of alcohol. They have a high interaction with Gaming Care and are compliant in all their statutory regulations.

24. Best Function Operation/Facility – Accommodation Division is Sferas Park Suites and Convention Centre

Sferas Park Suites and Convention Centre is a leading local SA venue that caters for everything from a romantic wedding to intimate functions. Boasting state-of-the-art facilities, they can cater for events of all sizes. They offer a wide range of breakout rooms, on-site bars, a la carte restaurant, complimentary car parking and a lovely park outlook. Their function packages have a price point for every market. Their food offering and commitment to service excellence is exceptional and their Park Suites offer high standard accommodation to compliment the event spaces. It is a well marketed function facility that enjoys growing success.

25. Best Function Operation/Facility – General Division are The Hackney Hotel and The Lion Hotel (JOINT WINNERS)

The Hackney Hotel and Function Centre provides a complete and absolute solution for function needs of all shapes and sizes. Six dedicated function rooms offer a wide selection for corporate & social functions and all have AV facilities. With a great menu, service and costing the Hackney offers amazing function facilities.

The Lion Hotel offers a wide range of amazing function spaces and facilities. From the more intimate upstairs spaces, to the larger and underground areas, the hotel carries its great food and service right throughout the venue, with a package to suit every taste.

28. Outstanding Achievement in Training – General Division is the Strathmore Hotel

The Strathmore Hotel places a large emphasis on in-house training with all staff taken through a range of sessions to develop their skills – from all the compliance training that is required, to unique initiatives such as a mentoring programme, staff feedback and surveys and career plans. The mentoring programme brings in people from beyond the hotel to assist in the personal development of the staff. This has seen incredible results.

29. Hotel Industry Rising Star is Justin Twartz, Morphett Arms Hotel

Well done to Justin for winning this prestigious award. The judges commended his personal dedication to the success of The Morphett Arms Hotel and his leadership and commitment. Entrants in this award must be aged 26 or younger and 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. Justin will now go forward to the AHA National Awards to be held in Canberra in early October where he will be judged against his fellow nominees from other states by a panel of expert judges.

30. Best Overall Hotel is the Lion Hotel, North Adelaide

Taking out four awards this year, The Lion Hotel has displayed excellence in the major assets of its business including bar, restaurant, functions and outdoor facilities. Judges also commented that this venue showed an extremely high standard across all the other facets of its business.

The Lion remains one of South Australia's leading destination venues, with something to appeal to everyone. Its commitment to excellence is obvious and its success is evident. They must be commended on their constant attention to detail and re-evaluation as to what they have on offer. It is a hotel that the South Australian Hotel Industry can use as a premium benchmark and honour with the mantle of **Best Overall Hotel for 2013**.

Congratulations to The Lion Hotel and their very successful team.