



## **MEDIA RELEASE**

### **GALA NIGHT ANNOUNCEMENT**

# **2014 AHA | SA Hotel Industry Awards for Excellence WINNERS**

30 July 2014

### **The Warradale Hotel - a wonderful local and a popular destination**

In a well-deserved win the Warradale Hotel has taken out the Hotel industry's highly sought after top award - South Australia's Best Overall Hotel in 2014 - at this year's AHA | SA Hotel Industry Awards for Excellence.

The completion of extensive hotel renovations to this iconic 50 year old 'local' and its ability to be all things to all people has seen The Warradale complete its transformation and become both a true local and a destination hotel.

"The Warradale's beautiful renovations and its ability to delight its patrons through consistent excellence in a diverse range of dining options, together with exceptional service and attention to detail mean that The Warradale has cemented itself as an example of what great SA hotels can be", said AHA | SA General Manager, Ian Horne.

"The Palmer Hotel group and its excellent team must be congratulated on their excellent offering and their commitment and contribution to the SA hospitality industry"

As well as the industry's top accolade The Warradale was awarded two other Awards in 2014, Best Bistro Casual Dining (Metropolitan) and the Best Gaming Venue (Metropolitan) on top of its three awards in 2013.

Another highlight from this year's Awards was the stunningly situated Stirling Hotel which won an impressive two categories. As well as Best Restaurant, the Stirling's unique "Cellars & Patisserie" sets a new standard for Adelaide Liquor Retail and this with their exceptional service means their Award for Best Retail Outlet for the second year in a row is well and truly deserved.

Showing its continued excellent and commitment to the live music scene the truly famous "Governor Hindmarsh" has again won the AHA | SA Live Music Venue Award.

"The Gov is a great live music venue and continues to showcase and support local live music as well as providing a great venue for interstate acts and great pub food" said Ian Horne.

In an evening which truly showcased the continuing excellence in the SA hotel Industry, it was pleasing also to see the continued investment in great modern venues. This includes the winner of the Best Outdoor or non-enclosed Venue Norwood's fantastic Republic Hotel as well as the fantastic transformation of the Seaford Hotel into The Beach Hotel, winner of the Best Redeveloped Hotel (Metropolitan).

The Best Redeveloped Hotel (Country) category was awarded to the recently renovated Waikerie Hotel. Following a devastating fire in 2011 this iconic country hotel has been significantly rebuilt and has now become a beautiful and modern hospitality and accommodation venue.

The 2014 AHA | SA Hotel Industry Awards for Excellence was held on Tuesday the 29<sup>rd</sup> of July, on 'The Arena floor' at the Adelaide Entertainment Centre. Over 800 people attended this premier industry event, hosted by Channel 7's Hamish McLachlan and with entertainment provided by 'Australia's Got Talent' winner, Bonnie Anderson and local Adelaide band, Escapades.

All winners from the AHA | SA Awards will now go on to compete in the **National AHA Awards** to be held in Queensland on 15 September 2014.

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

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## **2014 AHA | SA AWARDS FOR EXCELLENCE WINNERS**

1. **Best Mid-Range Accommodation**  
**Largs Pier Hotel**
2. **Best Apartment/Suite Accommodation**  
**Miller Apartments**
3. **Best Superior Hotel Accommodation**  
**Lakes Resort Hotel**
4. **Best Deluxe Hotel Accommodation**  
**The Playford Adelaide**
5. **Best Bistro/Casual Dining – Country**  
**Rising Sun Hotel, Auburn**
6. **Best Bistro/Casual Dining – Metropolitan**  
**Joint Winners - Warradale Hotel & Hackney Hotel**
7. **Best Restaurant – Accommodation Division**  
**The Playford Adelaide**
8. **Best Restaurant – General Division**  
**Stirling Hotel**
9. **Best Bar Presentation & Experience – Country**  
**Coopers Alehouse @Walleroo Marina**

- 10. Best Bar Presentation & Experience – Metropolitan**  
[Lion Hotel, North Adelaide](#)
- 11. Best Outdoor or non-enclosed facility**  
[Eyre Hotel, Whyalla \(Country\)](#)  
[Republic, Norwood \(Metropolitan\)](#)
- 12. Best Live Music Venue**  
[Governor Hindmarsh Hotel](#)
- 13. Best Sporting Entertainment Venue**  
[Arkaba Hotel](#)
- 14. Outstanding Community Service & Achievement**  
[Vine Inn Barossa](#)
- 15. Best Marketed & Promoted Venue – Accommodation Division**  
[Intercontinental Adelaide](#)
- 16. Best Marketed & Promoted Venue – General Division**  
[Ramsgate Hotel](#)
- 17. Best Tourism & Regional Promotion**  
[National Wine Centre](#)
- 18. Best Environmental Practice & Energy Efficiency**  
[Lakes Resort Hotel \(Accommodation Division\)](#)  
[Alberton Hotel \(General Division\)](#)
- 19. Best Gaming Venue – Country**  
[Renmark Hotel](#)
- 20. Best Gaming Venue – Metropolitan**  
[Warradale Hotel](#)
- 21. Best Function Operation/Facility – Accommodation / Specialist Division**  
[Lakes Resort Hotel \(Accommodation Division\)](#)  
[National Wine Centre \(Specialist Division\)](#)
- 22. Best Function Operation/Facility – General Division**  
[Hackney Hotel](#)
- 23. Best Retail Outlet – Metropolitan**  
[Stirling Hotel](#)
- 24. Best Redeveloped Hotel**  
[Beach Hotel Seaford \(Metropolitan\)](#)  
[Waikerie Hotel \(Country\)](#)
- 25. Outstanding Achievement in Staff Development & Training**  
[Strathmore Hotel](#)
- 26. Outstanding Apprentice Development and Training – General Division**  
[The Highway](#)

## **27. Hotel Industry Rising Star Award**

**Natasha Court, Brahma Hotel**

## **28. Best Overall Hotel**

**Warradale Hotel**

## **2014 AHA | SA Hotel Industry Awards for Excellence - Final Winners**

### **1. Best Mid-Range Accommodation - Largs Pier Hotel**

The Largs Pier Hotel continues to be a popular Largs Bay attraction with 15 rejuvenated heritage suites and 19 modern hotel rooms all with a stunning beach front setting. All 34 rooms feature reverse cycle air-conditioning, luxury bedding and modern and luxurious en suite facilities. These features, together with a choice of dining options, an extensive in-room menu and courteous and professional staff make the Largs Bay Hotel a truly worthy winner of the Award.

### **2. Best Apartment/Suite Accommodation - Miller Apartments**

Miller Apartments are a wholly SA owned and operated business. The lovely blend of a heritage building with a very modern refurbishment results in a hotel that offers a delightful experience for guests. Miller Apartments offer a hotel style together the convenience of a serviced apartment and rooms with all the modern facilities. Although located in the very heart of Adelaide rooms are pleasantly quiet while still being close to the action. The service is exceptional and the frontline staff display excellence in customer service. Miller Apartments are very worthy winners of this Award for the second year in a row.

### **3. Best Superior Hotel Accommodation - Lakes Resort Hotel**

The Lakes Resort Hotel well deserves this award with its 72 purpose built accommodation suites each with a beautiful view of the lake. Suites have private balconies, wireless internet access and a wide range of TV including Foxtel & Sky. The recently refurbished Superior Deluxe Suites feature contemporary yet timeless design which maximises the use of the vast space in the rooms and the hotel's broader facilities compliment the accommodation brilliantly.

### **4. Best Deluxe Hotel Accommodation – The Playford Adelaide**

The Playford Adelaide is a member of the MGallery hotels - one of only two 5 star rated hotels in Adelaide. Each MGallery Hotel has a unique personality and story - experienced by guests though the fantastic architecture, interior design and services. Constant improvements and superb attention to detail over sixteen years of operation keep this hotel ahead of its peers. Each of the 182 rooms including 72 suites are beautifully appointed and the food and beverage offering is exceptional.

### **5. Best Bistro/Casual Dining - Country - Rising Sun Hotel, Auburn**

The Rising Sun Hotel in Auburn is a name synonymous in history and has cemented itself as SA's outstanding regional bistro. This heritage-listed hotel provides modern high class cuisine while keeping its old world class and intrigue. A beautiful range of traditional and unique dishes are on offer - all prepared in-house using local produce from the Clare region. The menu changes regularly, and there is always something new and exciting always on offer.

## **6. Best Bistro/Casual Dining – Metropolitan**

- **The Hackney Hotel**
- **The Warradale Hotel**

For the second year running joint winner The Warradale Hotel has displayed its diversity across many facets in its business and the bistro is no exception. From the excellent standard of pub food, a very successful Senior's offering and a discerning A La Carte Style menu the Warradale stands up to the challenge. Exceptional service and attention to detail puts this hotel ahead of its class.

Also very worthy of this award, the Hackney Hotel offers a varied range of dining options, from Al La Carte Bistro style to the standard pub favorites including its highly successful 'Burgerland' concept – winning the 2013 Best Burger Challenge.

## **7. Best Restaurant – Accommodation Division – The Playford Adelaide**

The Playford Adelaide takes out this well-deserved award for the fourth year in a row. World class cuisine using South Australian ingredients, a dedicated commitment to food and wine partnering and truly excellent service means again the Playford excels in this category.

## **8. Best Restaurant – General Division – Stirling Hotel**

The Stirling Hotel is a true South Australian 'destination' Restaurant. With a fresh, varied and seasonal menu, an extensive wine list and outstanding service, this beautiful hills venue has come of age in this category.

## **9. Best Bar Presentation & Experience – Country – Coopers Alehouse Wallaroo Marina**

The seven year old Coopers Alehouse @ Wallaroo Marina has a significant bar offering, including an extensive wines list, craft beers and ciders. A full A La Carte menu is available from the bar including the pub standards. Constant hotel promotions and a great live music line-up keeps the hotel well patronised and the fantastic location, good service and great products identify this venue as a market leader.

## **10. Best Bar Presentation & Service Metropolitan - Lion Hotel, North Adelaide**

Over the last 17 years the Lion Hotel has worked hard to establish and maintain a reputation as a quality entertainment venue offering live music, a great atmosphere, exceptional food, a diverse offering of beverages and excellent customer service. A stunning courtyard adds an extra dimension and the constant upgrading of furnishings and finishes keeps The Lion looking amazing and the top of its game.

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

- **Eyre Hotel, Whyalla (Country)**
- **Republic, Norwood (Metropolitan)**

The newly renovated outdoor space at the Eyre Hotel Garden & Bar in Whyalla, rival those of inner city venues and the beautiful two tiered deck caters for drinkers and diners very well. The four individually designed booths each seating twelve guests each have their own power outlets and heating and the entire area has amazing climate control and attention to detail. A truly terrific venue.

The Republic at Norwood is also a worthy winner of this award. Guests are greeted upon arrival by the very beautiful, and Adelaide's largest, vertical garden. The airy comfortable space inside promotes movement between areas of the hotel and an open fire and all weather facilities mean this award-winning outdoor area can be comfortably used 365 days a year. Regular promotions and entertainment make this beer garden a real destination venue and on top of this the food offering is excellent and good service.

## **12. Best Live Music Venue - Governor Hindmarsh Hotel**

The GOV has won an outstanding 7 State Hotel Awards and 2 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 450 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.

## **13. Best Sporting Entertainment Venue - Arkaba Hotel**

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. The Arkaba sponsors many clubs including Adelaide United FC, Adelaide Bite, Sturt Footy Club. With horse racing, lotteries and Keno at your fingertips also, Sportys Bar has it all covered.

## **14. Outstanding Community Service & Support – Vine Inn Barossa**

The Vine Inn Barossa continues to show over and above commitment to its local community. With support for local sporting institutions, assistance to disadvantaged families, educational support for kids and employment of local staff and contractors over the past twelve months The Vine Inn has contributed over \$55,000 in cash as well as additional in-kind support to its community showing it is truly deserving of this recognition. During the recent Barossa bushfires the hotel supported 350 fire fighters and support staff with catering, essential household items and accommodation.

## **15. Best Marketed Hotel & Promoted – Accommodation Division – InterContinental Adelaide**

Over recent times the InterContinental has done extensive analysis to determine shortfalls and opportunities in their marketing. The rediscover/discover Adelaide concept, which aligns closely with the hotel's brand and the idea that team members are 'in the know' about their city's best kept secrets. They focus on their local PR and Social Media strategies alongside the national digital marketing. The focus on family friendly offerings has had terrific results.

## **16. Best Marketed Hotel & Promoted – General Division – Ramsgate Hotel**

After a Judge's commendation in 2013 the Ramsgate is deserving of its win this year. After extensive analysis in what their market wants, the Ramsgate has then designed its product around these needs. They are engaging and creating a conversation with their customer, and evidence show this is paying dividends.

## **17. Best Tourism & Regional Promotion – 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. In April 2014 the National Wine Centre rebranded its concourse café as the 'Wined Bar' which showcases 120 of Australia's finest wines. Also working closely with the SA Tourism Commission and hosting a wide range of organised tour groups, the National Wine Centre has become a 'must see' destination for locals and for interstate and overseas visitors.

## **18. Best Environmental Practice & Energy Efficiency**

- **Lakes Resort Hotel (Accommodation Division)**
- **Alberton Hotel (General Division)**

The Lakes Resort Hotel has totally restructured its operations to adhere to Environmental and Energy compliance including changes to waste management systems, chemical use, staff training strategies and energy consumption initiatives and this has made the Hotel both more environmentally efficient and cheaper to run.

The Alberton Hotel has also shown great initiative in energy efficiency across its business including the installation of solar panels, changes in lighting, water usage, recycling and chemical use.

## **19. Best Gaming Venue – Country – Renmark Hotel**

Tasteful renovations aimed at maintaining and enhancing the 1930s art deco feel, new gaming machines and a wide-range of beverage and food options successfully provide guests with a fresh and inviting experience. The Renmark Hotel is also meticulous in its adherence to responsible gaming and Gaming Care initiatives with well trained and responsive staff.

## **20. Best Gaming Venue – Metropolitan – Warradale Hotel**

A spacious layout coupled with high quality furnishings and furniture and a generous selection of food and beverages make the Gaming area very comfortable and well patronised. The Warradale adheres to Gaming Care initiatives and all licensed staff have completed their APGIT training through the AHA | SA and are well aware of reporting requirements.

## **21. Best Function Operation/Facility – Accommodation & Specialist Divisions**

- **Lakes Resort Hotel (Accommodation Division)**
- **National Wine Centre (Specialist Venue)**

The Lakes Resort Hotel offers seven independent function spaces over three levels to cater for functions ranging from a small board meeting to large functions with 300 guests. Outstanding food & beverage packages, impeccable service and plenty of facilities put this hotel ahead of its peers.

The National Wine Centre continues to deliver premium functions and events through its catering, audio visual facilities and event management services. Six rooms of varying sizes enable the centre to offer a venue for 10 to 1000 guests. The menu offering is fantastic and the wines, of course, impeccable. Staff are efficient and courteous.

## **22. Best Function Operation/Facility – General Division - Hackney Hotel**

The Hackney Hotel and Function Centre provides a complete and absolute solution for function needs of all shapes and sizes, from a meeting for two to a cocktail reception for 350. Six dedicated function rooms offer a wide selection for corporate & social functions and all have in-house AV facilities. With a great menu, service and price the Hackney offers amazing function facilities. A great website also makes it easy for the function shopper to find what they are looking for.

## **23. Best Retail Outlet – Metropolitan - Stirling Hotel**

Well deserving of this second win in the category, the Stirling Hotel's fabulous and unique retail outlet "Cellars & Patisserie" sets a new standard in Adelaide. A warm, vibrant and inviting space allows patrons to browse through a wide range of local, national and international beverages or just sit and enjoy a glass or two. Customer service is exceptional and the staff are knowledgeable and professional.

## **24. Best Redeveloped Hotel**

- **Beach Hotel Seaford (Metropolitan)**
- **Waikerie Hotel (Country)**

Over 10 months the Seaford Hotel transformed into the Beach Hotel and this modern, stylish hotel now offers luxury and excitement whilst maximising the changing seasons and environments. A terrific transformation of this venue which has resulted in an amazing increase in revenue in its major hotel areas including bar and dining.

In September 2011, a massive fire created significant damage to the Waikerie Hotel. A very successful rebuild over the last two years has resulted in a brilliant transformation of this 100yo building. With all working areas now on one level with all the modern touches, the



hotel runs more efficiently, and has seen a 30% increase in revenue. A great result for this community run hotel.

## **25. Outstanding Achievement in Staff Development & Training – Strathmore Hotel**

The Strathmore Hotel continues its long standing commitment to staff training and development. Over the past 12 months, 9 staff have completed their Certificate 3 or 4 with the support and financial assistance of the hotel. The hotel also goes beyond conventional training and development practises with initiatives such as their mentoring programs. They have been involved in the Workforce Futures program for the Tourism & Hospitality Industry.

## **26. Outstanding Apprentice Development & Training – The Highway**

This new award recognises hotels that have an ongoing commitment to apprenticeships as it is these venues that 'train' the industry. The inaugural winner is The Highway which has shown an enormous commitment to training apprentices, especially in 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 receive training across all kitchen sections and careful planning across the group sees a good balance of first and final year apprentices. The Highway also encourages apprentices to compete in competitions and industry based skill events.

## **27. Hotel Industry Rising Star – Natasha Court, Brahma Hotel**

A very well deserved win, the Judges commended Natasha's personal dedication to the success of The Brahma Hotel as well as her 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. Natasha will now go forward to the AHA National Awards to be held in Queensland in September.

## **28. Best Overall Hotel – Warradale Hotel, Warradale**

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 its renovation. This 'change' has delivered an 'urban hotel' that also strives to be the best 'local'. It has also become a 'destination venue' for many. The hotel redevelopments are now complete and it is fully transformed. Winning three awards in 2013 and another two in 2014, the Warradale has achieved excellence across its major areas including Bar, Dining, Redevelopment, Sports Bar, Outdoor Areas and Gaming. This warrants the AHA | SA's highest accolade of 'Best Overall Hotel' for 2014.