

# THE WESTIN MELBOURNE

## COMMISSIONAIRE WINS PRESTIGIOUS SERVICE AWARD

### The Westin Melbourne's Matt Wall honoured by Les Clefs d'Or Society

October 2008: The Westin Melbourne's long standing Commissionaire, Matt Wall has been recognised with the prestigious "Alfred Jasinski Award" – an accolade that recognises commitment to hotel service.

Presented by the Les Clefs d'Or society, the award (named in the honour of leading Australian hotel industry concierge, Alfred Jasinski) judges the best service provider in the traditional hotel roles of Doorman, Porter and Concierge throughout hotels in Victoria.

Matt Wall won the award amongst a series of other nominations, standing out for his intuitive service delivery; seven year tenure with The Westin Melbourne; regular guest feedback and his leadership amongst the hotel's front of house team.

"We're pleased Matt's been recognised by this prestigious industry accolade for his continued passion and commitment to his role," comments The Westin Melbourne's General Manager, Richard Bussiere.

"His high regard within the hotel is also matched by recognition from hotel guests – Matt's consistently one of our associates mentioned by name in the dozens of guest comments received each week – highlighting his impact and connection he makes with guests to ensure they leave the hotel feeling better than when they arrived," adds Mr Bussiere.

On accepting the award at a special presentation ceremony, Matt was delighted with the honour: "I enjoy welcoming guests to our hotel and to be recognised with an award for doing a job I love is pretty special. "

ENDS.

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The Westin Melbourne has become the most decorated Westin property in the world receiving dozens of international, national and state awards. Most recently the hotel won the 2008 Maxxotel Award for "Best Performing 5 Star Hotel in Australia; Best Meeting Venue – 150 Delegates or Less for the third consecutive year by Meetings Events Australia; 2007's Best Luxury Hotel at the Victorian Tourism Awards and Best Deluxe Hotel by the Australian Hotels Association as well as praised with coveted consumer accolades – voted the Best Luxury Hotel in the Trip Advisors Travellers Choice Awards and included on Conde Naste Travellers 2008 Gold List for the World's Best Places to Stay.

