

Channel Island accommodation awards: Radisson Blu Waterfront Hotel, Jersey takes double gold

Congratulations to our hotel for two award wins: the best hotel in the four & five star category, and best overall hotel winner in Jersey, at the Channel Island accommodation awards.

The award are run by C.I. Travel Group, in partnership with online review portal Feefo to highlight customer service excellence in the Channel Island hospitality industry.

Only genuine customers can post a review on the Feefo website (www.feefo.com) which means that nominees and winners for the inaugural 2015 awards can be confident their success is down to honest feedback from people who have stayed in their properties.

Fergus O'Donovan, General Manager of Radisson Blu Waterfront Hotel said, "We are absolutely delighted to have won these awards, which is testament to the efforts of our staff, our 'Yes I can!' culture and our on-going investment in training and development. It is even more exceptional to win as the reviews are from genuine customers, we are gratified that we are meeting and exceeding our customers' expectations."

The C.I. Travel Group Hotel Awards 2015 recognise excellence and professionalism in the Channel Islands' tourism and hospitality sector and reflect the company's commitment to delivering the highest standards of customer service.

Robert Mackenzie, Managing Director of C.I. Travel Group said, "We have invited genuine customer feedback in partnership with Feefo for more than five years. In just the past 12 months, we have received over 3,500 reviews and feedback scores from our clients delivering a 96% overall satisfaction rating for Jersey and Guernsey hotels. This underlines the excellent levels of service and high quality of hotels across the Channel Islands. However, we particularly wanted to recognise those hotels that have achieved the highest levels of satisfaction with our first C.I. Travel Group Hotel Awards."