

TEBAY

SERVICES



Tebay Services Awarded Certificate of Excellence

Tebay Services this week announced that it has received a Trip Advisor Certificate of Excellence award.

Now in its fifth year, the award celebrates excellence in hospitality and is given only to establishments that consistently achieve outstanding reviews on TripAdvisor. Certificate of Excellence winners include accommodations, eateries and attractions located all over the world that have continually delivered a superior customer experience.

When selecting Certificate of Excellence winners, TripAdvisor uses a proprietary algorithm to determine the honourees that takes into account the quality, quantity and recency of reviews and opinions submitted by travellers on TripAdvisor over a 12-month period as well as business' tenure and ranking on the Popularity Index on the site. To qualify, a business must maintain an overall TripAdvisor bubble rating of at least four out of five, have a minimum number of reviews and must have been listed on TripAdvisor for at least 12 months.

"Winning the TripAdvisor Certificate of Excellence is a wonderful achievement for the entire team at Tebay Services and we'd like to thank all of our past customers who took the time to complete a review" said Louise Griffiths, Operations Manager at Tebay Services. "There is no greater seal of approval than being recognised by our customers. With the Certificate of Excellence being based on customer reviews, the award is an incredible recognition of our continued commitment to quality and customer experience."

Tebay Services Hotel, based on site at the M6 northbound services, is also a recipient of the certificate and has this year been inducted into the prestigious Trip Advisor Hall of Fame – a new award this year established as a way of recognizing hospitality businesses that have won a Certificate of Excellence five years in a row. Only 9% of all this year's certificate winners have achieved the accolade.

"TripAdvisor is pleased to honour exceptional hospitality businesses that have received consistent praise and recognition by travellers on the site," said Marc Charron President, TripAdvisor for Business. "By putting a spotlight on businesses that are focused on delivering great service to customers, TripAdvisor not only helps drive increasing hospitality standards around the world, it also gives businesses both large and small the ability to shine and stand out from the competition."

[ENDS]

For more information contact:

Rachel McHugh at Tebay Services on 01539 624511 or email rachel.mchugh@tebayervices.com

Link to High Res Images:

<https://www.dropbox.com/sh/ckvmx3ot2dqf6lt/AAAINh-xWtaDfWNZ1IBYNrCFa?dl=0>