

## Revesby Workers' Club Wins Oops Awards in 2014

Monday 19<sup>th</sup> January 2015



Revesby Workers' Club staff and Management are ecstatic and honored at receiving this prestigious award 'OOPS Winner - Large Club Superior Service Award in 2014'.

These prestigious awards recognise outstanding customer service in Clubs/Hotels and Pubs across NSW. 2014 saw an incredibly competitive playing field emerge across the industry. These awards are set to becoming highly recognised and sought after by the Club/Pub and Hotel Industry for many years to come.

The OOPS Superior Service Awards have five categories:

- OOPS Open Clubs Superior Service Award
- OOPS Large Club Superior Service Club Award
- OOPS Medium Club Superior Service Club Award
- OOPS Small Club Superior Service Club Award
- OOPS Superior Service Club Staff Award
- OOPS Open Hotels/Pubs Superior Service Award

Clubs are categorised by physical size, rather than revenue or gaming machines to make the awards fair.

The Club Award – Open to all Australian Clubs which allows all clubs to nominate themselves and be evaluated by the OOPS Mystery Shoppers across the following four key aspects being image, marketing regulations/compliance and service. Plus on overall service and patron experience in the three areas of the venue, foyer, bar and gaming.

Photo: Michelle Pascoe, Managing Director, Optimum Operating Procedures and Services Pty Ltd and Edward Camilleri, CEO, Revesby Workers' Club

For further information please see the following website: <http://oops.net.au/awards/>

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