

## Quest for the best

**Media release**

**30 November 2009**

Quest Carlton on Finlay has been awarded the top spot as the Victorian Franchise of the Year at the 2009 Quest Franchise of the Year Gala Awards Dinner. The successful serviced apartment business was crowned on Saturday 28 November, beating another five Victorian finalists chosen from 51 Victorian properties.

Robert Mariotti, one of the four Quest Carlton on Finlay franchisees and General Manager for the property was delighted by the result.

“What a way to end the year! We’re extremely proud of the win. It recognises the team’s dedication to providing the best service experience for our guests. It’s better than a Christmas bonus.”

The accolade is the second awarded to Robert and fellow franchisees Robert Sumpton, Peter Sweetland and Justin Hunter from Quest Serviced Apartments, since they opened their property in 2007. Last year, the four franchisees picked up the ‘Excellence through Commitment’ award, recognising ‘rising stars’ in the Quest group.

“We love what we do and that’s the key to our success. We’re passionate about providing a home-away-from-home experience for guests. Many are business travellers and they have different needs to holiday-makers. It’s a round-the-clock job, but I wouldn’t have it any other way,” Robert said.

Nick Suriano, General Manager – Franchising at Quest and one of the judges said the following factors contributed to Quest Carlton on Finlay’s win.

“Robert and the team at Quest Carlton on Finlay live Quest’s values and provide the best possible experience for guests. Coupled with strong Mystery Shopper and other performance results, they came out as the strongest contender for the title. It’s a well-deserved win.”

The black-tie gala dinner was held at The Atrium, Flemington Racecourse and was attended by over 300 guests from around Australia.

### About Quest Carlton on Finlay, 2 – 9 Finlay Place, Carlton

Quest Carlton on Finlay is a four-star property, offering guests a contemporary ‘home away from home’ experience. All 52 apartments feature separate living and sleeping areas, full kitchen and laundry facilities in one and two bedroom apartments and fully-equipped kitchenettes in spacious studios.

Other Quest Carlton on Finlay services include: restaurant chargeback; pantry shopping; secretarial services; dry cleaning and laundry services; and a tour desk. Quest Carlton on Finlay is the perfect choice for the executive corporate traveller and those wanting a weekend away.

[www.questcarltononfinlay.com.au](http://www.questcarltononfinlay.com.au)

## About Quest Serviced Apartments

Quest has become Australasia's largest provider of serviced apartments, with more than 125 properties across Australia, New Zealand and Fiji. Established in 1988, Quest offers stylish, well appointed and spacious apartments designed with the business traveller in mind.

With separate bedrooms and living areas, fully equipped kitchens, additional amenities and high service standards, Quest provides flexible accommodation that allows its guests to work or relax in complete comfort.

[www.questapartments.com.au](http://www.questapartments.com.au)

-ENDS-

**For media enquiries or to arrange an interview with Robert Mariotti at Quest Carlton on Finlay please contact:**

Georgie Cavanagh, Haystac

Ph: (03) 8689 2252

Mob: 0409 803 642

E: [g.cavanagh@haystac.com.au](mailto:g.cavanagh@haystac.com.au)

Kara Kangwa, Haystac

Ph: (03) 8689 2256

Mob: 042 33 99 778

E: [k.kangwa@haystac.com.au](mailto:k.kangwa@haystac.com.au)