



ACCOR HOTELS

Press Release
23 November 2016

AccorHotels 2016 Pacific Franchise Hotels Awards Record numbers at AccorHotels 2016 Annual Franchise Conference

The AccorHotels Pacific Franchise Awards were held at Elements of Byron Resort, MGallery by Sofitel on Friday 18 November as part of the Group's seventh annual franchise conference attended by over 100 franchisees.

AccorHotels is delighted to announce the winners of the AccorHotels Pacific Franchise Awards for 2016 which recognise outstanding performance and achievements of the group's franchise hotels.

General Manager of **Mercure Gladstone**, **Craig Conley** was named **General Manager of the Year**. The award recognises a leader who adopts the AccorHotels values of Innovation, Respect, Trust, Spirit of Conquest and Performance.

Novotel Wollongong Northbeach took home a hat trick winning the **Service to Community** and **Midscale Team of the Year** awards in addition to Guest Services Agent, **Carl Crosby** taking home the **Peopleologist of the Year** for his dedication to enhancing the guest experience.

Mercure Melbourne Caroline Springs was also awarded the **Service to Community Award**, recognising outstanding contribution to the community.

In recognition of its highly successful engagement with AccorHotels loyalty programs Accor Plus and Le Club AccorHotels, **Novotel Swan Valley Vines** received the coveted **Loyalty Hotel of the Year** award.

The **Upscale Team of the Year** award and the **Economy Team of the Year** award was won by **The Playford, MGallery by Sofitel** and **ibis Styles The Victoria** respectively. These awards recognised excellence in guest service, loyalty and operations.

Three new award categories were introduced this year, with **The Inchcolm Hotel and Suites Brisbane, MGallery by Sofitel** winning **F&B Team of the Year** for the award-winning Thomson's Reserve restaurant and the award for **Rising Star** went to **Chris Tannock**, Assistant Manager at The Outback Pioneer property at Ayers Rock Resort. The **New Franchise Hotel of the Year** was awarded to **Elements of Byron, MGallery by Sofitel**, also the destination for the conference.

AccorHotels Pacific Chief Operating Officer, Simon McGrath, said "Our franchise hotel partners are an important and valuable part of our business and it's fitting that we recognise their outstanding contribution at our annual conference and awards night.

"Encouragingly the tourism sector is seeing strong performance across the country and is helping to drive the ongoing market share growth of AccorHotels and above market results for our franchise



network. Underpinning the Franchise hotels' success is their access to our powerful global distribution platforms and industry-recognised loyalty programmes - a powerful combination alongside our obsessive focus on the guest.

"We congratulate all our franchise award winners and look forward to another exciting year ahead of growth in our franchise portfolio," concluded Mr McGrath.

AccorHotels have recently announced seven new hotels to join its franchise network including Mercure Tamworth (opening December 2016), Pullman and ibis Brisbane Airport (opening 2017), The Sebel Moorabbin (opening 2017), Mercure Sydney Bankstown (opening 2018), Novotel Christchurch Airport (opening 2018) and The Sebel Yarrowonga (opening 2018).

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ABOUT ACCORHOTELS

AccorHotels is a Group united by a shared passion for hospitality and driven by a shared promise to make everyone Feel Welcome.

Over 180,000 women and men in 3,700 AccorHotels establishments look after thousands of guests every day in 92 countries.

AccorHotels is the world's leading hotel operator and offers its customers, partners and employees:

- its dual expertise as a hotel operator and franchisor (HotelServices) and a hotel owner and investor (HotelInvest);
- a large portfolio of internationally renowned brands covering the full spectrum, with luxury (Sofitel, Pullman, MGallery, Grand Mercure, The Sebel), midscale (Novotel, Suite Novotel, Mercure, Mama Shelter, Adagio) economy (ibis, ibis Styles, ibis budget, adagio access and hotelF1) establishments;
- a powerful marketplace and loyalty program Le Club AccorHotels
- almost half a century of commitment to corporate citizenship and solidarity with the PLANET 21 program.

Accor SA shares are listed on the Euronext Paris exchange (ISIN code: FR0000120404) and traded in the USA on the OTC marketplace (Code: ACRFY)

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