



Grange Lodge
Corner Grange & Great South Roads
Papatoetoe 2025
Auckland
New Zealand
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*WINNER: Westpac Manukau Business Excellence Awards for
Tourism and Hospitality 2008*

*WINNER: Westpac Manukau Business Excellence Awards for
Small Business 2007*

*WINNER: Westpac Manukau Business Excellence Awards for
Customer Service 2006*

WINNER: AA Tourism Supreme Host of the Year 2005

*FINALIST: Westpac Manukau Business Excellence Awards for
Tourism Services 2005*

WINNER: AA Tourism Supreme Host of the Year 2004

GRANGE LODGE MOTEL AWARDED TRIPADVISOR CERTIFICATE OF EXCELLENCE FOR FIVE CONSECUTIVE YEARS

**Inducted into 'Hall of Fame' of Five-time Certificate of Excellence Winners on the World's Largest Travel
Site**

GRANGE LODGE MOTEL, Papatoetoe, Auckland – 3 June 2015, today announced that it has been recognised as a [TripAdvisor](https://www.tripadvisor.com)® Certificate of Excellence Hall of Fame winner. The Certificate of Excellence award celebrates excellence in hospitality and is given only to establishments that consistently achieve great traveller reviews on TripAdvisor. The 'Hall of Fame' was created to honour those businesses that have earned a Certificate of Excellence for five consecutive years. Winners include accommodation providers, eateries and attractions located all over the world that have continually delivered a superior customer experience.

"Being awarded the TripAdvisor Certificate of Excellence five years in a row and inducted into the 'Hall of Fame' is a true source of pride for the entire team at the Grange and we'd like to thank all of our past guests who took the time to complete a review on TripAdvisor," said Bernie Taylor, owner/operator.

"There is no greater seal of approval than being recognised by one's customers. With the TripAdvisor Certificate of Excellence based on customer reviews, the accolade is a remarkable vote of confidence to our business and our continued commitment to excellence."

"Winning the TripAdvisor Certificate of Excellence for five consecutive years is a remarkable feat.

TripAdvisor is pleased to induct five-time award winners into the 'Hall of Fame'," said Marc Charron

President, TripAdvisor for Business. "By putting a spotlight on businesses that are focused on consistently

delivering great service to customers, TripAdvisor not only helps drive an improvement to hospitality standards around the world, it also gives businesses both large and small the ability to shine and stand out from the competition.”

Mr Charron added that about 9% of hotels and motels worldwide achieve a Certificate of Excellence and of these less than 10% have been inducted into the Hall of Fame.

When selecting Certificate of Excellence winners, TripAdvisor uses a proprietary algorithm to determine the honourees that take into account the quality, quantity and recentness of reviews and opinions submitted by travellers on TripAdvisor over a 12-month period as well as business’s 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.

ENDS

Grange Lodge Motel

Pat and Bernie Taylor