

Old Town Chambers – more awards!



Old Town Chambers Scoop Two ASAP Awards

Old Town Chambers, luxury five star serviced apartments found in the heart of old Edinburgh, has scooped two industry awards for best guest experience and best hospitality, at the annual Association of Serviced Apartment Providers (ASAP) Awards.

The annual convention, which is in its 6th year, took place in London last week giving industry peers a chance to meet with key operators, suppliers and agents, before the glitzy dinner and awards were announced.

General Manager Gavin MacLennan collected the ASAP Awards, following a range of five star reviews of the bespoke apartments on its global website, and its new breakfast package available to guests.

Gavin said: “We are absolutely thrilled to have won in both our shortlisted categories. It’s fantastic to be recognised by industry experts, especially in areas that are essential to our five-star service.

“We always work to provide our guests with the best experience, so to come out on top in this category, is extra special. It’s a great indicator that what we are doing is being enjoyed by our new and returning guests, and is something we will continue to strive to provide.

“Listening to customer feedback and improving our service whenever possible is also very important to us. To be able to recognise the needs of our guests, and go on to create a now, award-winning hospitality package is a great achievement that

all our staff should be proud of.

“To receive such great accolades is proof that we are moving in the right direction and improving to meet our guests’ needs. Now we can look forward to celebrating by welcoming more guests to stay and share the experience we have on offer.”

Old Town Chambers already boasts a list of awards and accolades including Scottish Hotel Awards Serviced Apartments of the Year 2015, Best renovation/conversions for the Townhouse at the Herald Property Awards 2014, Association of Serviced Apartment Providers (ASAP) Quality Assessment Marque (accreditation), a VisitScotland five-star rating and a 5-star Self Catering AA rating.

ASAP is a not-for profit trade association, created in 2002 to represent the views of Serviced Apartment Operators in the UK. Currently it represents 126 members, in 9 countries, including 14 agents and 27 sponsor partners.

James Foice Managing Director of the ASAP, said: “We are delighted to see Old Town Chambers win the best hospitality award and be highly commended for its guest experience.

“ASAP awards programme is very well supported by our members and this is clearly a reflection of how the sector itself is growing at a phenomenal rate and getting recognised as part of the hospitality sector as a whole.

“Congratulations to Old Town Chambers for their achievements over the last year.”