

Thambapanni Retreat and Thaproban Pavilion receive Gold Circle Award



(L-R): Masood Rushdee, Country Head for Sri Lanka, Agoda presenting the award to Preshantha Dissanayaka, Managing Director, Thambapanni Leisure

Thambapanni Retreat and Thaproban Pavilion Resort and Spa in Unawatuna received the Gold Circle award 2017 by Agoda.com. This award was given in recognition of properties that go above and beyond the call of duty in offering a unique and world-class service for the betterment of the hospitality industry. Only 36 properties were awarded including Thambapanni Retreat and Thaproban Pavilion Resort and Spa amidst 5,000 entries.

The properties are evaluated based on several criteria including having an aggregate customer engagement score of over 8.0, utilization of the custom-built Yield Control System (YCS) of Agoda.com, competitive pricing and demonstrating an understanding of the complex business dynamics that define the online hotel industry.

Commenting on the accomplishment, Preshantha Dissanayaka, the Managing Director, Thambapanni Leisure said, “We are proud of being recognised by Agoda.com and pleased to receive positive ratings from our valued guests

consistently”.

He further stated, “We believe that our success depends on our ability to provide a quality, customer-centric service that meets as well as exceeds their expectations. We strongly consider customer feedback as a valuable source of information as it provides us an opportunity to constantly address the issues related to quality of the service.

By continuing to focus on developing initiatives that improve customer service, Thambapanni Leisure strives to remain as a customer-oriented organisation that delivers superior and remarkable experiences to its guests”.