

**Kievits Kroon receives Outstanding Service Award 2017**

Kievits Kroon Country Estate, which is managed by Faircity Hotels, has been awarded the Outstanding Service Award from GoHotels.com.

The Award is given to a select band of hotels in recognition of their excellent record of positive guest reviews and signifies that Kievits Kroon achieved a minimum review score of 90% on guest feedback, including cleanliness, guest experience, facilities, food and beverage and customer service.

Kievits Koon General Manager Francois Stremmelaar said that this award is very gratifying because it is based solely on genuine guest reviews.

“GoHotels.com calculates the review score from review ratings given by guests who have actually stayed with us and gone on to publish a review on the GoHotels.com website,” explained Stremmelaar. “It signifies that the quality of service and hospitality at Kievits Kroon has been identified as outstanding based on consistently high customer review ratings.

“We are absolutely delighted to have received the Outstanding Service Award. It is firm recognition of the high service standards we strive for and have become known for.”

Kievits Kroon is a beautiful, tranquil country estate just 10 minutes from central Pretoria and 45 minutes from Sandton, known for its luxurious accommodation, gourmet dining, and outstanding leisure and conference facilities.

Acknowledged as “the Winelands in Gauteng” because of its Cape Dutch-style architecture, the estate won numerous awards last year including a 6th consecutive World Luxury Hotel Award for Best Luxury Country Hotel, a 9th consecutive Diamond Award in the Diners Club International Wine List of the Year Awards, a RASA Service Excellence Award for Granita signature restaurant, a Top Valued Establishment Award from Afristay, and a 4th consecutive TripAdvisor Certificate of Excellence.

A sought-after destination for couples looking for a country getaway or corporates seeking a unique business experience, Kievits Kroon has 142 stylish, air-conditioned rooms with en-suite bathrooms, two restaurants, three bars, a sparkling lap pool and extensive gardens. A superb wellness spa boasts outstanding thermae facilities including saunas, Jacuzzis, Swiss showers, plunge pools and a heated-indoor pool. There is also a Conference Centre, Business Centre and Functions Hall.



For more information about Kievits Kroon, visit [www.kievitskroon.co.za](http://www.kievitskroon.co.za) or email [reservations@kievitskroon.co.za](mailto:reservations@kievitskroon.co.za).



#### **ABOUT FAIRCITY HOTELS:**

Faircity is a vibrant and progressive hotel group specialising in owning, managing and co-developing hotels in Southern Africa. Our primary service offering is business and conference hotels, as well as serviced apartments.

The hotel group was started by a couple of energetic entrepreneurs that were not afraid to take chances. They were not limited by the approach of “this is how it has always been done” and have been able to think outside of the norms to create an experience guided by their guests’ needs and expectations.

We take pride in providing remarkable and personalised service through every aspect of our business. At this stage of our growth, we see ourselves as big enough to make a difference, yet small enough to care.

#### **FAIRCITY CONTACT:**

##### **Marketing:**

Monette du Plooy

Marketing Coordinator

Email: [marketing@faircity.co.za](mailto:marketing@faircity.co.za)

Mobile: + 27 (0)82 828 0390

Telephone: + 27 (0)11 784 8580

[www.faircity.co.za](http://www.faircity.co.za) | [www.facebook.com/FaircityHotels](https://www.facebook.com/FaircityHotels) | <https://twitter.com/faircityhotels>