



BEACH RESORT &  
CONFERENCE CENTRE

## Team Watermark Inducted Into The 2015 TripAdvisor Hall of Fame!

At Watermark Beach Resort, we are constantly striving to exceed our guests' expectations and deliver unique and memorable experiences moment by moment. We take great pride in making beautiful memories in the South Okanagan.

We love reading all the fabulous reviews that our guests write on TripAdvisor and, thanks to these, we have just been awarded a very special honor from the internationally-recognized travel website TripAdvisor: The 'Certificate of Excellence' Hall of Fame. This incredible testament to our amazing team is only granted to businesses who have won the 'Certificate of Excellence' for five consecutive years, a mark of consistently great service and reviews on TripAdvisor.

*"TripAdvisor is pleased to honour exceptional hospitality businesses that have received consistent praise and recognition by travellers on the site," said Marc Charron, President of TripAdvisor for Business. "By putting a spotlight on businesses that are focused on delivering great service to customers, TripAdvisor not only helps drive increasing hospitality standards around the world, it also gives both large and small businesses the ability to shine and stand out from the competition."*

In order to qualify as a Certificate of Excellence winner, TripAdvisor requires a bubble rating of at least 4 out of 5 with a minimum number of reviews and a listing that has been on TripAdvisor for at least 12 months. TripAdvisor then selects "destinations that are consistently and frequently reviewed highly."

We want to thank our team at Watermark – for every award we receive is a credit to the work that they do for our guests and each other. It takes a small army to make the Watermark experience perfect, from groundskeepers to our guest services team, our culinary team and our spectacular housekeeping team. Throughout the year, we employ as many as 160 staff, and half of our original team members from day one are still with us.

Thank you to our guests for spreading the word about the wonderful experiences you've had at Watermark. Watermark Beach Resort was opened in 2009 and we received our first TripAdvisor Certificate of Excellence in 2011. Now, we will look forward to earning your continued support, strong reviews, and another Hall of Fame accolade in 2016.

On behalf of the entire team at Watermark Beach Resort, thank you!

