

Hi,

I hope you are well and safe. It's a shame for the industry, there is another lockdown. Hopefully, this news I have for you lifts the mood :)

I contacted you regarding our **Americas Hotels and Tours category**. The research/judging phase has taken longer than usual due to the COVID-19 situation. Nonetheless, we are still sticking to our deadline to produce the online magazine and showcase the winners for their efforts and hard work. We have now started to select the winners.

I am pleased to confirm **Fun Center Fort Lauderdale** been selected as our winner for **The Award for Excellence in Service in Florida**.

This is a great achievement and we're proud to select you as one of our prestigious winners. We're one of the few independent global awarding bodies and as such, we always like to share the good news and continually promote all our winners from the past few years.

All our winners are judged based on the criteria we have, we extensively carry out research online through reviews, ratings and feedback.

Criteria

- **Service & Hospitality** – Providing a personal and tailored service, excellent customer service is usually why clients return
- **Experience** – Making a memorable experience all round for the clients
- **Treatments** – A range and variety of different treatments to ensure the clients every need is matched
- **Design & Style** – The design and style sets a tone to the experience being able to create an atmosphere that's boutique, cosy and comfortable makes for a relaxing experience
- **Rating & Reviews Online** – A very key factor, online feedback is important. What clients say online can break or make you.

Best Regards,



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