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Seven Outrigger Properties Earn Delta Vacations' 2018 Quality Assurance Award

HONOLULU – Outrigger Hotels and Resorts were honored with Delta Vacations' 2018 Quality Assurance Award during a private luncheon held at Delta Vacations University, the company's annual travel agency educational and networking event. Properties recognized include: [Outrigger Reef Waikiki Beach Resort](#), [Outrigger Waikiki Beach Resort](#), [OHANA Waikiki Malia by Outrigger](#), [Waikiki Beachcomber by Outrigger](#), [Kiahuna Plantation Resort Kauai by Outrigger](#), [The Kapalua Villas Maui](#) and [Honua Kai Resort & Spa](#).



Delta Vacations created the Quality Assurance Award program to recognize top partners that provide outstanding quality, customer experience and product delivery to its mutual customers. Each year, the company honors qualifying hotels, destination management companies and rental car agencies across the globe, out of more than 5,000 partners offered by Delta Vacations. Outrigger's hotels, resorts and condominiums were among an elite group of 251 hotels, 22 destination management companies and four car rental companies that earned the award designation.

“As a company, customer experience is paramount,” said Elizabeth Moriarty, Delta Vacations vice president of product development. “We cherish our partners who go above and beyond to ensure that our mutual customers have the most memorable vacation experience possible.”

To be eligible for the award, Hawaii partners must have achieved the following criteria per property:

- At least 100 bookings within Jan. 1, 2017 – Dec. 31, 2017
- With a 1 percent or less customer complaint ratio
- No involuntary relocations for the property
- Must beat the destination average complaint ratio (0.62%)

The complete list of 2018 Quality Assurance Award winners can be found at the following link:

<https://deltavacationsevents.meetingsvp.com/2018qalunch/winners>

ABOUT OUTRIGGER HOTELS AND RESORTS

For more than 70 years, Outrigger Hotels and Resorts has charted a journey of discovery – expanding from Hawaii to premier resort destinations in Fiji, Thailand, Guam, Mauritius and the Maldives. The privately held hospitality company currently operates and/or has in development 38 properties and over 7,000 rooms – inviting guests to ‘Escape Ordinary’ with authentic Signature Experiences and the [Outrigger DISCOVERY loyalty program](#). Outrigger's multi-branded portfolio includes Outrigger® Resorts, OHANA Hotels by Outrigger® and Hawaii Vacation Condos by Outrigger® while also managing select properties from top international hotel brands including Embassy Suites®, Best Western®, Wyndham Destinations and Hilton Grand Vacations™. Find out more at [Outrigger.com](#) or visit @OutriggerResorts on [Facebook](#), [Instagram](#) and [Twitter](#)

MEDIA CONTACT:

Monica Salter, VP Corporate Communications
Outrigger Enterprises Group
Ph: 808-921-6839
Email: monica.salter@outrigger.com