

Protea Hotel Kampala named Best Luxury City Hotel in Africa

The Protea Hotel Kampala was recently named the best Luxury City Hotel in Africa in the World Luxury Hotel Awards. The ceremony, which was held in Phuket, Thailand, named those hotels around the world that guests had voted to have the best facilities and service.



This is the first continent-wide win for Protea Hotel Kampala, although it has won more than once in the awards, being named the leading luxury business hotel in Uganda.

Protea Hotels Uganda's Stuart Cook said that teamwork and dedicated, passionate service are the keys to their philosophy of guest relations at the hotel.

"A hotel is ultimately its people. If the staff don't deliver service that lives up to the brand promise and that of the guest needs, the stay experience won't be good, no matter how luxurious the facilities.

"We employ staff - for attitude - and then trained for skills. It's a winning combination and it bears out in awards such as this."

Excellent GDP growth prospects

Danny Bryer, director of sales, marketing and revenue, said that it is wonderful for this recognition to go to a Protea Hotel in Uganda, which has a thriving local economy and shows excellent GDP growth prospects.

"The future of hospitality growth is in Africa and we intend to be at the forefront of that development curve. Protea Hotel Kampala is a brilliant example of how things should be done everywhere across the continent."

The World Luxury Travel Awards are held annually and have as objectives the recognition of service excellence as voted for

by travellers, rather than the industry itself, and to motive and inspire hotels to be the best in their field.

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