

For Immediate Release
August 2014

For Information
Tristan Jones
0438 502 866

Excellence in Customer Service

Pepper Tree Wines was announced as winners of the 'Customer Service' award at the 2014 Hunter Business Awards, Gala Presentation Dinner held last Friday at Wests.

This award recognises an organisation employing less than 20 employees that has employed outstanding practices in customer service to achieve business success. Businesses from the tourism, health, coal, manufacturing, finance, education and professional services sectors were among those who entered these awards across ten categories.

Direct Marketing and Sales Manager, Tristan Jones says 'It's an outstanding achievement to receive this award for excellence in 'customer service', as this is the main focus of our business within one of Australia's most visited tourism destinations in the Hunter Valley. It's a true testament to our staff for their high standards and a complement to the diverse services we offer through Pepper Tree Wines, delivering a point of difference to our consumers and setting us apart from our competitors'.

This accolade follows on from the highly sort after 5 star winery rating given to Pepper Tree in the 2015 James Halliday Australian Wine Companion. This rating represents an outstanding winery regularly producing wine of exemplary quality and typicity. Will have at least two wines rated at 94 points or above, and have had a five-star rating for the previous two years. Pepper Tree joins the 4.9% of wineries who were awarded this prestigious status within the recent companion.

Pepper Tree Wines was founded in 1991 has been developed as one of the showplaces of Hunter Valley Wine Country. The popular Cellar Door is a must visit destination in the tourism arena and continues to grow its core business. In late 2012, 'Contango Espresso-Roasters' was opened to complement the existing wine business model and give visitors a value added experience when visiting the winery. Contango has grown as a local roasting facility and has become one of the Hunter's top rated coffee destinations, highlighting the synergies between coffee beans and wine grapes.

For further information or pictures on Pepper Tree Wines, contact Tristan Jones – mobile 0438 502 866.

###