



The WORLD TRAVEL AWARD RESULTS FOR 2010 has been announced and Phakalane Golf Estate Hotel Resort – Botswana’s Premier Golf Estate, has won the **2010** Award for **Botswana’s Leading Resort**.

The Awards that PHAKALANE has won in the past are:

2004: Botswana’s Leading Golf Resort

2005: Botswana’s Leading Resort

2008: Botswana’s Leading Resort

The 17th Annual World Travel Awards Nominations, included the following (categories):

Africa's Leading Golf Resort 2010: Phakalane Golf Estate Hotel Resort, Botswana

Nominated for same category are the following Africa’s Leading Golf Resorts:

Fancourt Hotel & Country Club – South Africa, Hilton Pyramids Golf Resort – Egypt, JW Marriott Hotel Cairo – Egypt, Legend Golf & Safari Resort – South Africa, Leisure Lodge Beach & Golf Resort – Kenya, Mena House Oberoi – Egypt, Steenberg Hotel – South Africa, The Palmeraie Golf Palace – Morocco and Zimbali Resort – South Africa

Africa's Leading Sports Resort 2010: Phakalane Golf Estate Hotel Resort – Botswana

Nominated for same category are the following Africa’s Leading Sports Resorts:

Fancourt Hotel & Country Club – South Africa, Legend Golf & Safari Resort – South Africa, Pezula Resort Hotel & Spa – South Africa, Sun City Resort – South Africa, The Palmeraie Golf Palace & Resort – Morocco, The Steigenberger Golf Resort – Egypt and Zimbali Resort – South Africa

Botswana's Leading Resort 2010: Phakalane Golf Estate Hotel Resort

Nominated for same category are the following Botswana’s Leading Resorts:

Chobe Marina Lodge, Gaborone Sun and Grand Palm Hotel Resort

World Travel Awards, the Oscar’s of Travel Industry, are the most comprehensive and most prestigious awards programme in the Global Travel Industry. World Travel Awards was established in 1993 to acknowledge and celebrate excellence in the world’s travel and tourism industry. With thousands of votes cast by travel professionals from 183,000 travel agencies in

over 160 countries across the globe, winning a World Travel Award has become one of the highest accolades a travel product can receive.

The World Travel Award Results for 2010 were announced at Africa & Indian Ocean Gala Ceremony which was held on July 7th, 2010 at Sandton Convention Centre in Johannesburg.

2010 is an exciting year for us at Phakalane as we have received the Award when we are about to Open our luxurious 80 bed-roomed hotel. 2010 is also the year when Phakalane's marketing reaches new heights as it brands Phakalane and Botswana as "Simply Unique".

At the moment the clubhouse is undergoing a Multi Million Pula refurbishment, due for completion before the hotel opens, which includes the 84 seater Drotskys Fine Dining Restaurant, the Action Stations (which will cater for Chinese Cuisine, Sushi Bar, Tepenyaki - Stir Fry Station and Carvery) in the Halfway House Restaurant, the Conference Rooms, Golf Course Upgrading

A customer service training program is ongoing to help the our staff maintain and enhance service standards. In this industry, providing good service is essential. We can teach and reinforce service skills for improving and sustaining the superior service to every guest at all times. That is what builds guest loyalty and repeat bookings. The "internal" customer is also an integral part of a successful outcome.

Our objective is to improve guest satisfaction while increasing employee morale and develop the coaching skills of managers and supervisors for both the "front" and "heart" of the "house" personnel

End

Phone: +267 3604000/+267 71300749 Fax: +267 3159663 /+267 3904110
Contact: [Lesang Magang](#) Website: www.phakalane.com