

## **Christchurch Casino is Tops in NZ Tourism**

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Christchurch Casino has taken out the top honours at the 2010 Tourism Industry Awards.

The casino's delighted chief executive Brett Anderson, who accepted the Air New Zealand Supreme Award from Prime Minister John Key at a gala event in Auckland last night, cited improved staff loyalty, greater competitiveness and increased customer delight as the foundations to the company's success.

The casino also won the ATTTO Tourism Workplace Training Award.

"We are honoured that our Casino has been formally recognised in our entry category. We believe this represents the way our workplace allows our employees to contribute more, the focus we have taken on the quality of our workplace training with the fantastic support we receive from our industry training partners, and the collective efforts of many of our employees in this important area. It is significant acknowledgment of Christchurch Casino's commitment to developing its workforce " Anderson said.

"I see this award as well deserved recognition and acknowledgement of Christchurch Casino employees."

He said everything was back on track for this year's New Zealand Cup and Show Week following the Canterbury earthquake.

"The judges said walking around this well run business you could feel the culture - innovation is across the whole organisation and it shows results," Tourism Industry Association NZ (TIANZ) chief executive Tim Cossar said.

"Brett Anderson knows every staff member by name and they are all encouraged to contribute their own ideas and take the initiative".

The casino attracts a million visitors annually and has 550 employees. It offers technical training across eight different streams, leading NZQA certificates in Gaming, Hospitality, Security and Operations and other professional areas in addition to leadership development and customised training programmes.

Christchurch Casino was New Zealand's first established Casino in November 1994.