

St. Lucia's Award Winning Boutique Hotel



For Immediate Release

Contact: Laudina Rogers
Coco Resorts 1 758 456-2800 / pa@coco-resorts.com

COCO PALM AWARDED 2ND CONSECUTIVE BA HOLIDAYS CUSTOMER EXCELLENCE AWARD

Rodney Bay, SAINT LUCIA (07 MARCH 2019) – Coco Palm is delighted to announce that it has received a British Airways Customer Excellence Award for 2018. This award comes from unbiased customer reviews and is designed to showcase the hotels that make their guests the happiest. Coco Palm received an overall score of 9.4/10.

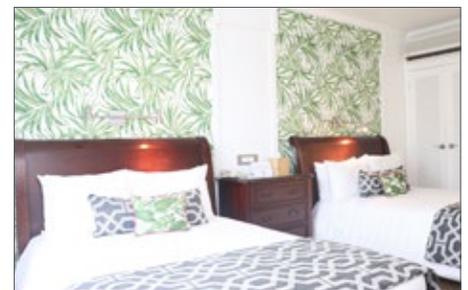
British Airways Holidays is one of the UK's leading tour operators. As part of its commitment to providing high-quality holidays, British Airways Holidays uses customer feedback to find its top-rated hotels. British Airways Holidays works with Reevo, an independent and impartial third-party company, to collect reviews from their customers. Reviews are only collected from genuine British Airways Holidays customers, who are asked to score hotels based on location, service, cleanliness, and sleep quality. Participants also give the hotel an overall score out of ten. Find out more about Reevo at ba.com/reevo.

British Airways Holidays has gathered over 80,000 independent hotel reviews this year. In 2018, British Airways awarded close to 450 Customer Excellence Awards across the globe to recognise their top-rated hotels.

“Coco Palm has been recognised by British Airways Holidays customers for providing a high-quality customer experience. We are delighted to inform you that you are one of our highest-rated hotels for 2018” said Claire Bentley, Managing Director of British Airways Holidays.

Mr Jean St Rose, General Manager who has been managing Coco Resort from inception 14 years ago, gave credit to all departments saying, “Receiving such an accolade from our biggest UK operator is very encouraging knowing our guests have enjoyed Coco Palm. This is testament across all departments who have been recognised for their excellent service. Given our upgrades on property with a new lobby, new executive lounge and all our Palm rooms being upgraded by mid-2019, we are confident we will exceed our guests' expectations.”

-Ends-



About Coco Palm

Coco Palm, owned and managed by the Chastanet family, is located in the heart of Saint Lucia's entertainment capital. The award-winning Coco Palm caters to the independent traveler either on work or pleasure. Offering personalized service with warm Saint Lucian hospitality and authentic Caribbean cuisine all at affordable prices. Contact Reservations at reservations@coco-resorts.com or call +1 758-456-2800 or visit www.coco-resorts.com to book your stay