

MEDIA RELEASE
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FOR IMMEDIATE RELEASE

Busselton Jetty staff WA Tourism Awards Finalists

Two of the Busselton Jetty's key staff are finalists in the WA Tourism Awards to be announced in Geraldton on May 4.

Operations Manager Amy Gornall and UWO Tour Guide Team Leader Kerry Linham are finalists in the Individual Excellence in Customer Service Award and the FACT Golden Guide Award respectively.

Busselton Jetty CEO Lisa Shreeve said Amy and Kerry were two of the Jetty's most valuable assets, working tirelessly during the past 12 months of COVID to continue to offer the best service to customers.

"Our staff and volunteers are what we call our Jetty family and we are so proud of Amy and Kerry for being selected as finalists."

"One of our key messages is that people often don't remember what you tell them, but they always remember how you made them feel and our entire Jetty experience is about making people feel good about themselves, the environment and our history."

Throughout the past 12 months Amy has been instrumental in setting up virtual tours, school incursion and excursion programs, responding to new customer needs, keeping the Jetty COVID safe and implementing new products and services to fit with a WA audience.

Kerry has upgraded the Underwater Observatory helping with new digital technology and interpretation, set up of a new Ecostore, a Café at the end of the Jetty, implement new Tours, train new staff and take on board new environmental projects for the Busselton Jetty Environment Fund.



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