



## Media Release

### ROTI BOTI INDIAN RESTAURANT WIN AUSTRALIAN ACHIEVER CUSTOMER SERVICE AWARD FOR THE FOURTH TIME

**Roti Boti Indian Restaurant**, in Hampton Victoria, has won the 2018 Australian Achiever Award for Australia's Restaurants category, having previously won this distinction in 2009, 2011 and 2015.

Now in their 21<sup>st</sup> year, the Australian Achiever Awards are an independent, unbiased award system based on assessment ratings from companies' own clients – and are therefore an indication of a well-run, healthy business, worthy of patronage. The award focuses on seven criteria, namely: Time Related Service, Addressing Client Needs, Care and Attention, Value, Attitude, Communication and Overall Perception.

The criteria are rated individually in percentage terms and the final score is an amalgam of these. Anything above 80% overall is regarded as exceptional and reflects outstanding customer service.

Roti Boti Indian Restaurant achieved a **99.68%** overall score for Customer Service and Relations, topping all other Australia Restaurants businesses. The 2018 Australian Achiever Award proves Roti Boti Indian Restaurant delivers on the promise of customer satisfaction.

Established in 1995 by owner/chef Ajab Singh Rawat, Roti Boti Indian Restaurant offers a superb Indian dining experience. The restaurant's menu includes dishes from Punjab, Hyderabad, Goa, Madras, Lucknow, and Calcutta. It is a family owned and operated business with members of Ajab's family; Vineet Rawat, Nitin Verma and Bharti Verma now all joining forces to run it. Owner operator Nitin says they are truly invested in the restaurant's biggest asset, its customers, saying "We like to get to know our customers and aim to do whatever it takes to please them. Our goal is to give customers more than one reason to come back; with top quality food, a welcoming ambience and service with a smile."

Some comments received from Roti Boti Indian Restaurant customers were:

*I have been going to Roti Boti Indian Restaurant for over twenty years now and the food just gets better and better. The food quality is consistently good and I am always happy with what I order. The variety is great and there is always something new on the menu to try. And their customer service is second to none.*

*They are exceptionally good. They give us things that are not even on the menu, and now that we know them we do not even need a menu. The staff are amazing, and they somehow remember their customer's names. They make us feel special when we go there and really look after us. Their service and the quality of food are consistently good. The menu is always changing which keeps it fresh and interesting and there is always something new to try.*

*My wife and I have been regulars at Roti Boti Indian Restaurant since they opened. The staff are amazing and give you the right amount of attention. They will happily explain any dish we are not familiar with before we order to make sure we will enjoy it. The food is constantly incredible. The restaurant itself is beautiful and the décor is well thought out. Anytime we have visitors, we take them there for a meal. The restaurant has extremely high standards of presentation and food quality which is supported by the fact that it is always completely full of people.*