

SUNNY STATE SUITES BY QHA



**SUBMISSION FOR
BEST DELUXE
ACCOMMODATION**

**AWARDS FOR
EXCELLENCE 2022**





OPENING DAY

SUNNY STATE SUITES BY QHA

The Sunny State Suites story began in 1885 when the QHA team purchased the property off a building merchant. Back then, the property was known as just 'QHA' and was the first accommodation property on Adelaide Street in Brisbane City. Back then, the suites had a total of 10 rooms and was primarily occupied by business travellers who's vessels were moored off the Brisbane River.

Over the years, the sunny state suites have had complete remodels and makeovers and over time, gained icon status throughout Queensland as the place to be for both corporate and leisure travellers.

As of 2021, the venue boasts 295 rooms and suites, employs over 500 staff and offers captivating views of Brisbane River. Sunny State Suites also offers three distinct dining venues, 'The Q', 'The H' and 'The A' all offering unique culinary experiences. Each restaurant is available from morning to late and offers both dine in, take away and room service options. The hotel also offers a rooftop bar, 5 function and event venue spaces, a swim up pool bar, an elite high performance gym, recreation deck and lower level green space for tranquillity and relaxation. Situated next to the green space is the 5 star luxury day spa available for all hotel guests.

The hotel is conveniently located in Brisbane City with public transport availability nearby in the form of busses, trains and ferries. Sunny Suites is the perfect destination for all travellers across Australia and the world.



RESERVATIONS

Sunny State Suites uses the reservations system Icon Place which allows accurate recording of guest stays including but not limited to:

- Previous Stays
- Guest Images
- Special Requests and Requirements (EG. extra pillows)
- Room Requests (EG. ground floor or room with a view)
- Previous guest feedback
- Notes

The system allows us to understand the reason behind guest stays so that we can provide our customers with the best possible experience. Upon booking, customers are asked their favourite beverages which are then recorded and placed in guest rooms and stocked within the fridge prior to their arrival. Guests are given the option to upload an image of themselves upon booking which our team then study the morning of check-in to greet the guests by name from the moment they walk in.

Icon Place allows staff access via both computer and via a phone app so that staff have access to guest requests, room numbers and information at all times. We take pride in providing a bespoke experience for our customers and are proud to boast the flexibility and options that our customers have when they stay with us.

STAFF

We understand that our team members are at the centre of the customer experience. This is why we ensure that upon commencement of employment, team members are given an orientation week where they spend an entire day with each department understanding what they do and meeting as many team members as possible. We provide monthly customer service training opportunities and have measures in place to constantly monitor guest feedback to identify areas of improvement. Upon arrival to the hotel, guests are greeted by a team member and given a 24/7 mobile contact number to contact throughout their stay if required.

When employing staff, management take into consideration previous role experience, personal skills and personal presentation. We ensure that all staff are well-mannered and able to work both in a team and independently. Sunny Suites have a high expectation of uniform presentation and so we ensure that we have onsite dry cleaning services for staff uniforms to upkeep this. The hotel takes pride in our diverse and highly-skilled team and even more pride in their ability to put customers at the centre of everything that they do.

We provide all guests the opportunity to send feedback both during and after their stay and take into account all feedback weather positive or constructive.

Please refer to Appendix A for customer feedback and reviews



OVERALL ROOM DESIGN

All rooms are generously sized starting from 38sqm through to the gorgeous 250sqm penthouse. Each standard room features double vanities, spa baths and marble walled bathrooms, timber bedroom walls, 70-inch mirror finish televisions, chrome cast connectivity, Wi-Fi Bose audio sound systems, climate controlled air conditioning, mini-bar filled with guests favourite food and beverages, koala mattresses goose feather pillows.

Standard Room

72 Rooms
38-41sqm

Deluxe King Room

72 Rooms
55sqm

Studio Unit

56 Rooms
76sqm

Family Suite

56 Rooms
86sqm

1-Bedroom Apartment

38 Rooms
102sqm

Penthouse Apartment

1 Room
250sqm



ROOM FACILITIES

Pillow Menu

A specially designed pillow menu with personal comfort preference catered for upon request or before arrival.

Spa Bath

High End, free standing spa bath with pop-up TV with movie access

Smart Technology

All rooms are fitted with a google mini to control lighting, temperature and sound. Complimentary Wi-Fi and Bluetooth connectivity are also available along with a BOSE sound system.

Room Service

24 Hour Room Service is available for all in house guests. Menus are attached in Appendix B.

Food and Beverage

Mini-Bar available in all rooms containing bottles of mineral water, chocolates, beer, wine and chips. All rooms are equip with tea and coffee making facilities. If guests note any favourite foods when booking, the mini-bar is stocked with these items.

Bathrobes and Slippers

Customised Bathrobe and slippers upon arrival monogrammed with guest initials

Rainfall Shower

Double headed rainfall shower with handheld capabilities

Televisions

70" Televisions are available in all rooms with free to air channels, on demand movies and chrome cast ability.

Bathroom Amenities

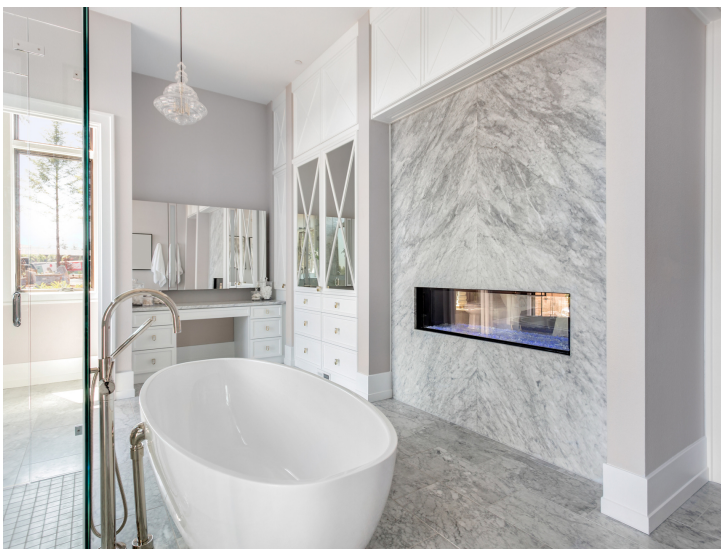
All bathrooms are equipped with nail kits, shower caps, clothes brush, steam iron, linen bag, make-up mirror, GHD hair straightener and Dyson hair dryer.

Bedding

Koala mattresses are fitted in all rooms along with crisp white sheets sourced directly from an exclusive bedding supplier.

Other Facilities

In room safe, state of the art ducted reverse cycle air conditioning, cosmetics purchasing menu, replenishment of mini bar throughout your stay, daily cleaning services.



GENERAL HOTEL FACILITIES

Bathroom Facilities

All public areas boast luxury bathrooms equipped with GHD hair straighteners, Dyson hair dryers and luxe Queensland wallpaper.

Relaxation Facilities

Sunny Suites offers an escape from the outside world with vitality pools, Himalayan salt walls, saunas and aromatherapy steam rooms. We also offer in-room massage and facial services. In 2018, Sunny Suites opened up a float room where guests can experience weightless in our salt spas

Childrens Facilities

Kids Club is available at Sunny Suites 7 days per week from 5am - 9pm. Kids are given the opportunity to play and learn from our qualified staff who provide supervision with a 2.1 ratio.

Function Facilities

5 state of the art function spaces are available for hire at Sunny Suites. Each function space has a unique aesthetic and are available for hotel guests to view if vacant.

Fitness Facilities

We understand the importance of staying active while away from home which is why we boast a state of the art gym facility as well as daily classes ranging from yoga, spin and body pump. Class timings can be found on in-room facility menus

Pool Facilities

Sunny Suites is home to Queensland's largest rooftop, swim up pool bar. The bar offers unique cocktails and snacks and is staffed from 9am - 11pm daily

Food and Beverage Facilities

Along with the three public restaurants available, Sunny Suites also boasts a unique coffee cafe experience where guests can choose their own beans. Sunny Suites also offers free drinks and snacks at Q-Hour which is a social hour designed for our guest experience.

Please see Appendix B for all restaurant menus



CLEANLINESS AND PRESENTATION OF ROOMS

The hotel employs 24-hour housekeeping service with public areas and general amenities cleaned every half hour, with rooms cleaned daily or at the guest's request. During the Covid-19 Pandemic, housekeeping services increased even further with detailed plans ensuring that all public surfaces and touch points are sanitised regularly throughout each day.

Our housekeeping team ensure guest rooms receive a deep clean and disinfection wipe down after every checkout and our housekeeping manager checks each room prior to check in to ensure standards are upheld.

Daily turndown services include the changing of all linen and towelling at every service as well as folding the guest's clothes and placing laundry in a laundry bag, freshening the space with QHAs signature scent and replenishing the slippers and robes if used. Fresh flowers are placed in guest rooms daily.



AMBIENCE AND DÉCOR BOTH IN ROOMS AND OVERALL PROPERTY

The lobby welcomes you with a one of a kind polished marble floor and hand crafted gold reception desks. Sandalwood and lavender scenting is subtly pushed throughout the air-conditioning to create a relaxed environment from the moment that guests enter the property.

All furnishings throughout public spaces are hand picked by the property designers and encompass gold and white colouring to create a luxe feeling like no other.

Lighting is suitably dimmed from 5:00pm each day to ensure guests remain comfortable and are slowly turned up again between 5am and 7am.





FOOD AND BEVERAGE OFFERINGS AT VENUE

Food Menus have been included as a separate attachment

All food prepared and used by Sunny Suites is locally imported and fresh from QLD suppliers. We order in every Wednesday and Sundays with daily deliveries. The menus have been created by our Executive Chef, John Smith, to ensure consistency and creativity within his small team.

Our kitchen is open 7am - 11pm daily with our busiest service times being lunch from 11am - 1pm and dinner from 5:30pm - 8pm.

The Q

The Q restaurant is a 'Queensland' style cuisine with specific emphasis on pub food ranging from eggs benedict through to chicken parmigiana. Local beers and wines are abundant with beverage menus updated monthly.

The H

The H restaurant is famous for the best Hungarian style cuisine in Australia. Chef Al's Gulyás (goulash) has won multiple awards throughout Australia and is a must try for the judges during their visit.

The A

The A restaurant boasts the best Armenian food. The A places emphasis on creating an unforgettable dining experience for its guests. the cuisine will satisfy even the taste of most sophisticated gourmets. "Horovac" – is a juicy smoky shashlik that emits a stunning scent with fried vegetables. Cooked on open coals and saturated with the taste and smell of fire. We recommend the judges try this dish at the A

JUDGES MUST TRY

The H is known for the **BEST Goulash** in Australia. We recommend the judges try this for dinner with brown rice.

The A is known for the award winning and **BEST Horovac** in Australia. We recommend the judges try this at dinner service to pair with the beautiful atmosphere of the restaurant by moonlight.

Both restaurants offer the SSS Signature Cocktail. The SSS is a perfect finish to any meal.



ENVIRONMENTAL SUSTAINABILITY

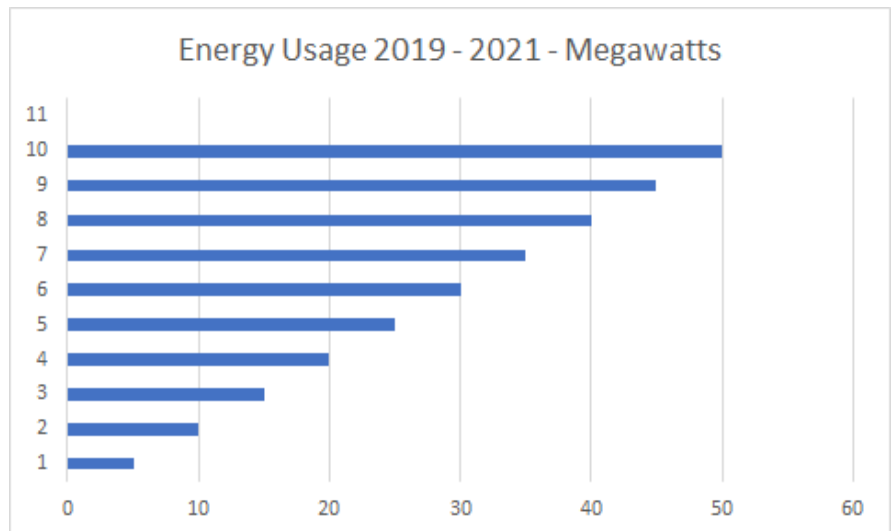
The hotel offers energy efficient air-conditioning and lighting systems in all rooms reducing energy consumption significantly. Air conditioners and lights automatically switch to energy efficient mode when the room is not occupied, reducing the output and as soon as the door is opened, the air conditioners switch back to normal operation for guest comfort. Energy efficient LED lighting is installed throughout the hotel and electricity consumption has been reduced by over 90% as shown below.

Further to this, all plastic bathroom amenity bottles have been replaced with large pump bottles that are re-filled upon each check-in. Since implementing pump bottles, we have saved over 2 Million bottles from going to landfill per year.

By utilising Google Home Minis in room as well as iPads, we estimate that we have less than 80% of the paper that would typically be found in a hotel of our size.

Further room amenities such as coat hangers are made from 100% recycled pressed cardboard as are the water bottles and single use coffee cups and straws.

Sunny Suites proudly holds a platinum earth check certificate.



Staff receive 1 x paid day off per quarter to participate in environmental community services. Along with this, Sunny State Suites are proud to have an environmental committee made up of 12 experienced staff members. The committee organise quarterly clean up days as well as monitor the food and beverage wastage throughout the hotel.



The hotel also takes part in the annual Brisbane bush care day on the 1st of January each year. Representatives from all departments take part in planting trees and shrubs at a dedicated location, organised by Brisbane City Council.

TESTIMONIALS

Sunny Suites proudly holds a 97.7% on TripAdvisor for 2021 with the remaining 2.3% of reviews rated at 4 stars. We provide guest surveys at the end of each stay and have experienced a 10-point performance score increase from 85% to 95% throughout 2022.

[9 reviews](#) · [7 photos](#)



★★★★★ a month ago

Food and service out of this world massive thank you to all of the staff that made my 50th birthday celebrations so perfect



a month ago on Google

5/5

The staff was very helpful and sweet! You truly feel like royalty staying there and we will be back. It's beautiful and the history of it is outstanding!! Couldn't recommend this hotel more. It's perfect and a great way to vacation. I would ...

...

a month ago on Google

5/5

My son and I had the best time here in late June-early July. The service from staff across all departments was the best I've encountered. From housekeeping to the front desk, valet, security, to the bartenders and wait staff went above and ...

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