

media release

Date: 1st June 2017

Ref: 36-2017

Malta Tourism Authority Quality Assured Seal - a total of 112 Restaurants

The third edition of the MTA Quality Assured restaurant awards were held on the 30th May at the Intercontinental Hotel Malta with a total of 200 guests attending. This year 23 restaurants were awarded the QA seal for the first time, and together with the restaurants that successfully renewed their participation, the amount of QA restaurants today stands at 112. During the event, over €2,300 were collected in aid of the Malta Community Chest Fund.

MTA CEO, Mr. Paul Bugeja, presented seven awards, six of which were based on the results of the mystery guest visits organised by the MTA throughout the year, whilst the other award, sponsored by Review Pro, was for best customer feedback based on over 20,000 customer reviews, covering all Quality Assured restaurants.

All participating restaurants were assessed by means of a mystery guest who followed a set of criteria covering service, hospitality, food, ambience and other areas. Whilst the QA seal itself is valid for a two-year period with an interim visit, the special awards are valid for a one year period.

While thanking all the restaurants for their ongoing success in obtaining or maintaining the QA seal, Mr. Bugeja emphasised that “it is the duty and responsibility of the restaurants to maintain the level of this seal. When a restaurant fails to adhere to the criteria, it will be diminishing the value of the seal for all participating restaurants in this scheme.”

The aim of the QA seal is to encourage best practice and recognise those establishments that consistently deliver a quality product. The QA seal is supported by the Ministry for Tourism, the Malta Hotels & Restaurants Association and Marsovin winery.

The awards went to the following:

Best in Class Award

- 1) De Mondion and Quadro (joint winners)
- 2) Brookies
- 3) Café Delos

Best Service and Hospitality Award

- 1) Medina Restaurant
- 2) The Villa Brasserie and Tartarun (joint winners)
- 3) The Stone Crab

Customer Feedback Award (sponsored by Review Pro)

- 1) Commando Restaurant

To view the Quality Assured establishments or to find out more on this voluntary scheme, visit www.qualityassuredmalta.com.

Photo Captions:

Photo 1 – The MTA CEO Mr. Paul Bugeja and the MTA Director Quality Assurance together with representatives from one of the QA restaurants

Photo 2 – The MTA CEO during his welcome speech

Photo 3 – The MTA Quality Assured Restaurant Awards



