

CaPTA Pty Ltd

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- Rainforestation Nature Park
- Australian Butterfly Sanctuary
- Tropic Wings Coach Tours
- The Wildlife Habitat
- Jungle Tours
- Cairns ZOOM and Wildlife Dome
- ABC Sales & Maintenance
- Careers Training Centre

MEDIA RELEASE

MONDAY 14th MAY 2018

Local tourism operator The CaPTA Group, has recognised the outstanding efforts of its employees with the announcement of its Excellence of the Year Award Winner for 2017/2018 at their annual CaPTA Group Excellence Awards Night.

Lana Wagemaker from Cairns ZOOM and Wildlife Dome was chosen as the overall winner out of five grand finalists from nearly 300 employees across 8 companies.

Originally starting with The CaPTA Group in 2006, Lana worked as an Army Duck Driver and Tour Guide at Rainforestation Nature Park. After moving away for some time, Lana returned to Cairns and started full-time with Cairns ZOOM and Wildlife Dome as one of the very first ZOOM Guides.

Ms Wagemaker won a substantial cash prize at a special dinner at the Pullman Cairns International on Friday 11th May, attended by over 150 people from across the 8 companies within The CaPTA Group.

All five grand finalists received a night's accommodation at the Pullman Cairns International after the event, as well as several various other prizes.

CaPTA Group Managing Director Peter Woodward said Lana was a very deserving winner who demonstrated excellence in customer service.

"In working at two of our diverse attractions, Lana has proven to be a valued asset to our company, working directly with our customers to provide excellent customer service," he said.

"We are very proud of all five of our finalists who've all worked tremendously hard. This award really is an indication of the amount of effort Lana puts into her role and how much we value and appreciate her contribution to The CaPTA Group as a whole."

The evening also saw the introduction of a new Social Media Champion Award, with Rainforestation Wildlife Keeper Phoebe Lee being recognised for her photos and that had been shared across media channels.

CaPTA Group Director Of Sales & Marketing Ben Woodward said the new award recognised the contribution of staff to the increasingly important digital space.



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“Videos and photos of animals in particular has proven to be very popular social media content, so having frontline staff involved in building this content is vital, to keep it current and fresh,” he said.

“Some of Phoebe’s photos have been shared on Tourism Australia’s social media channels, reaching hundreds of thousands, of people, so it’s great to acknowledge the fantastic work she’s done.”

For more information or to arrange an interview, please contact Amanda Perry on (07) 4041 9417 or 0437 724 529.

