

Tourism Champions Case Study

SKILLOGALEE

SEVENHILL

Skillogalee, Clare Valley

ABOUT SKILLOGALEE

Bought by Diana and David Palmer in 1989, Skillogalee is a boutique family-owned and operated winery.

Today the business includes a cellar door and an award winning winery and restaurant. Skillogalee took out the Cellar Door with Best Food, Clare Valley category in Australia's Best Cellar Door Awards 2017 for the third year in a row.

The business was also recognised with a Great Wine Capitals, Best of Wine Tourism Award for 2017 (Regional Winner, Wine Tourism Restaurant).

BUSINESS GROWTH

In 1990 the Skillogalee restaurant opened, becoming the first winery/restaurant in the Clare Valley.

The accommodation offering began in 2003 with the renovation of Skillogalee House and two cottages.

The business now employs 30 staff across its restaurant/cellar door, winemaking/vineyard and accommodation operations and welcomes up to 31,200 visitors each year.

CHALLENGES

Training and retaining staff in a regional area as well as the long hours in hospitality can be a challenge.

Diana and Davis overcome these challenges by training staff on the job and ensuring Skillogalee is an attractive place to work with a Staff Social Club, generous food discounts and flexible working hours.

THE FUTURE

Skillogalee will continue to build on its strengths and keep the focus on service excellence.

Diana and David plan for their daughter to take over the running of the business so they can enjoy retirement.

COMMUNITY IMPACT

All Skillogalee employees live locally in the Clare Valley.

Skillogalee uses local Clare Valley suppliers where they can such as Mathie's Meat Shoppe which supplies all the meat for the restaurant and Pangkarra which supplies lavosh for guests staying in the accommodation.

They also buy South Australian for supplies that can't be sourced in Clare such as Coffin Bay oysters and Spencer Gulf prawns.

"The South Australian Tourism Commission have been great supporters of Skillogalee over the years. We've hosted media famils and are in the global ad campaign which not only promotes our business, but the Clare Valley as well."

"Skillogalee is our little piece of paradise and I love that it gives us the opportunity to meet new people and make people happy."

Diana Palmer, co-owner, Skillogalee

SOUTH AUSTRALIAN TOURISM COMMISSION COLLABORATION

Skillogalee features in the SATC's global ad campaign which is used to promote South Australia to local, national and international audiences.

Journalists and media regularly visit Skillogalee as part of the SATC's familiarisations program.

