



TASMANIAN HOSPITALITY ASSOCIATION

AWARDS FOR EXCELLENCE 2011

SUBMISSION REQUIREMENTS

Any member venue who wishes to enter the 2011 Awards for Excellence is required to complete and return a nomination form with any required submissions and payment by close of business (5-00 pm) Friday 28 January 2011. Nominations requiring submissions shall not be accepted if they are not received in full by the closing date.

Please ensure that your venue has a contact person listed on the nomination form as site visits will be required for some categories. The judges may contact your venue for a site visit or for further information as required.

All venues entering any category must forward an electronic photograph of their venue to: sue@australianhotels.asn.au and website address if applicable.

A fee is required to be paid to enter dining categories, the three accommodation categories require you to provide us with a voucher (noting the room type that is being judged). Please ensure when submitting your nomination in any of these categories it is accompanied by the appropriate fee or voucher.

The chair of judges (in consultation with THA) reserve the right not to accept, or to suggest a different category for nominations, if in their opinion, the nomination is inappropriate for the category concerned. Definitions of each category are included with the entry form.

Nominees may enter a maximum of two (2) categories in the Dining section as long as the business meets the category criteria. In addition nominees may separately enter the café award.

Those categories marked * on the nomination form require submissions for the nomination to be accepted.

Those categories without an * shall be judged by site visit only.

GUIDELINES FOR ENTRY

1. The nomination forms must be completed and forwarded to the THA office by the deadline date - 28 January 2011 by 5pm, with accompanying submission, payment receipt and 2-3 high resolution jpeg or eps photos of the venue, logo and people where applicable. These may be used in the program, screen show on the evening and in promotional materials following the awards night.
2. Depending on the category awards are judged by:
 - Site inspection only
 - Written submission only
 - Both written submission and site inspection/interview
3. Accommodation venues will be required to provide gift/complimentary vouchers pertaining to the category entered. Please state on your voucher the room type you are nominating for judging and ensure that your staff are aware of the voucher so they do not question the guest. The judges will only present the voucher at the end of the visit to maintain the integrity of the judging process.
4. The judges' decision is final and no correspondence will be entered into regarding the judges' process. All information regarding entry and judging is strictly confidential.
5. The 2011 THA Awards for Excellence winners will be announced at a "Black Tie" dinner at Wrest Point Hotel Casino on the 2nd of May 2011.
6. Should you wish to have your written submission returned to you please advise us when providing your submission and they will be returned to you following judging.

CATEGORY CRITERIA

Best Budget/Pub Style Accommodation (up to 2.5 stars)

- ✚ Hotel exterior, design, décor, etc
- ✚ Budget accommodation (up to 2 ½ star)
- ✚ Accommodation is located within hotel licensed area
- ✚ Ambience
- ✚ Clean, tidy, well presented rooms with or without ensuite facilities
- ✚ Acceptable breakfast arrangement, i.e. menu in room the night before, or served in bistro/restaurant
- ✚ Bistro/restaurant available for lunch and dinner
- ✚ Bar presentation
- ✚ Courteous, professional and well groomed staff
- ✚ Hygiene and cleanliness

Note: Average room rate for this category is normally under \$100 per night. This category will be judged solely on an anonymous site inspection. Please ensure a voucher for accommodation is included with your entry form.

Best Mid-Range Accommodation (3-3.5 Star)

- ✚ Hotel exterior, design, décor, etc
- ✚ 3 to 3 ½ star accommodation is located within licensed area
- ✚ Ambience
- ✚ Clean, tidy, well presented rooms with ensuite facilities
- ✚ Fridge, mini bar, coffee/tea making facilities
- ✚ Variety of food & beverage outlets
- ✚ Bistro/restaurant available for breakfast, lunch and dinner
- ✚ Room service available
- ✚ Bar presentation
- ✚ Courteous, professional and well groomed staff
- ✚ Hygiene and cleanliness

Note: Average room rate for this category is normally under \$160 per night. This category will be judged solely on an anonymous site inspection. Please ensure a voucher for accommodation is included with your entry form.

Best Superior Accommodation (4 Star +)

- ✚ Hotel exterior, design, décor, etc
- ✚ Professionalism and outstanding customer service
- ✚ Courteous, professional and well groomed staff
- ✚ Variety of food and beverage outlets & services, including 24 hour room service
- ✚ Innovativeness, quality in food & beverage
- ✚ Corporate facilities, i.e. business centre, conference rooms, etc
- ✚ Recreational facilities, pool, spa, gym etc
- ✚ In-house marketing
- ✚ Security and safety

Note: Average room rate for this category is normally upwards of \$180 per night. This category will be judged solely on an anonymous site inspection. Please ensure a voucher for accommodation is included with your entry form.

Best Country Hotel

- Tourism appeal
- Ambience/atmosphere
- Popularity of venue
- Meets local market needs
- Cleanliness/presentation
- Variety of beverages available
- Variety of food available
- Quality of food and beverage
- Level of service
- Responsible service

This category will be judged solely on an anonymous site inspection

Best Gaming Venue

A submission addressing the following criteria is required:

- Décor/design/ environment
- Ambience, lighting and sound
- Compatible venue within the overall hotel facility
- Accessibility
- Promotional activities and signage
- Convenient bar location
- Courtesy patrons' facilities - coffee, tea, etc
- Lounge/seating area available
- Courteous, professional and well groomed staff
- Responsible serving of alcohol
- Evidence of responsible gaming service
- Hygiene and cleanliness

This category will be judged 20% on your written submission (to include no more than 500 words, website referral, photographs and promotional material) and 80% on an anonymous site inspection

Best Bar Presentation and Service

- Professionalism and outstanding customer service
- Staff neatly, cleanly attired and well groomed
- Bar presentation to be of the highest standard
- Efficiency of bar operator
- Variety of beverages
- Availability, selection of food
- Range of promotional products and activities
- Décor/design/characteristics
- Popularity of the establishment
- Comfort and a positive experience for customers
- Ambience - audio visual, lighting, music
- Hygiene and cleanliness

This category will be judged solely on an anonymous site inspection

Best Retail Liquor Outlet (Bottle Shop)

- Décor, design, layout and characteristics of outlet
- Condition of Furniture, Fittings & Electrical, i.e. shelving
- Ambience, lighting
- Wine tasting provision
- Variety of wines/beers (regional, interstate, imported) spirits, mixers, soft drinks, etc
- Promotional displays and sign writing
- Promotional collateral, flyers, newsletter, etc
- Staff product knowledge
- Professionalism and outstanding customer service
- Staff neatly, cleanly attired and well groomed
- Cleanliness/Hygiene

This category will be judged solely on an anonymous site inspection

Best Entertainment Venue

A submission addressing the following criteria is required:

- Design, décor and characteristics of venue
- Provides local and/or overseas live entertainment on a regular basis throughout the year (lists of entertainers to be provided)
- Possesses adequate crowd control techniques, safety and security
- Promotion of entertainment, advertising and marketing
- Recognition by entertainers as good performance venue (testimonials to be provided)
- Audio visual, lighting, sound, stage and dance floor facilities
- Ambience
- Measure of popularity
- Hygiene and cleanliness

Food and Beverage

- Food and beverage facilities/outlets
- Selection/variety and quality food and beverage

Service

- Staff neatly, cleanly attired and well groomed
- Professionalism and outstanding customer service

This category will be judged 20% on your written submission (to include no more than 500 words, website referral, photographs and promotional material) and 80% on an anonymous site inspection

Best Sporting Entertainment Venue

A submission addressing the following criteria is required:

- Design, décor, characteristics of venue
- Ambience, lighting, decorated in sporting theme
- Hotel participation with sporting clubs
- Hotel participates in and supports pool/darts competitions
- Promotes sporting and leisure activities
- Provides televised sports programs
- TAB or Bingo/Keno facilities
- Food and beverage facilities/outlets
- Selection/variety and quality in food and beverage

- Staff neatly, cleanly attired and well groomed
- Professionalism and outstanding customer service
- Friendly, courteous and professional staff
- Measure of popularity
- Hygiene and cleanliness

This category will be judged 20% on your written submission (to include no more than 500 words, website referral, photographs and promotional material) and 80% on an anonymous site inspection

Best Cellar Safety

- Presence of cellar safety
- Procedures, equipment and signage
- Staff training
- Staff knowledge of cellar safety
- Ventilation, lighting and access
- General equipment condition
- Cylinder storage
- Chemical storage
- First Aid procedures

An optional submission may be submitted for this category. This submission must not exceed 2 pages in length and will not be used in the judging process; however it can provide background information for the judges prior to visiting your venue.

TOTE Initiative Award

- Staff knowledge
- Customer service
- Staff presentation
- Promotion and signage
- Décor and design
- Integration of the TOTE into the venue
- Pro-active approach to attracting new clients

An optional submission may be submitted for this category. This submission must not exceed 2 pages in length and will not be used in the judging process; however it can provide background information for the judges prior to visiting your venue.

Best Redeveloped Venue

A submission addressing the following criteria is required:

- Redevelopment project is complete and has operated under refurbished conditions for a minimum of 3 months at time of nomination
- Reason for refurbishment (documented by market research)
- Architectural innovation, décor and design features in refurbishment
- Staff efficiency improvements (documentation in submission)
- Financial gain due to refurbishment (documentation in submission)
- Total cost of investment and ROI (return on investment)

This category will be judged 50% on your written submission (to include no more than 1000 words, website referral, photographs and backup documentation) and 50% on an anonymous site inspection

Best Outdoor/Non enclosed facility

A submission addressing the following criteria is required:

- Natural ambience
- Measure of popularity relative to day of week of visit
- Cleanliness of premises
- Innovation and creativity
- Compliance with enclosed definition as detailed in non-smoking laws legislation
- Evidence of adequate disposal of smoking litter

This category will be judged 50% on your written submission (to include no more than 1000 words, website referral, photographs and supporting documentation) and 50% on an anonymous site inspection

Responsible Service of Alcohol

A submission of up to 500 words addressing the following criteria is required:

- RSA promoted to all staff
- RSA information displayed clearly in venue
- Demonstrable practicing of RSA
- RSA info made available to staff upon commencing work
- Development of a house policy
- Range of non-alcoholic beverages
- Range of food/snacks in bar area

Responsible Conduct of Gaming

A submission of up to 500 words addressing the following criteria is required:

- RCG promoted to all staff
- RCG information clearly displayed in venue
- Demonstrable practicing of RCG
- RCG information upon commencing work at venue
- Well developed house policy
- Cleanliness of gaming room

Outstanding Achievement in Training

A submission addressing the following criteria is required

- Contribution to raising professionalism in the industry
- Caters to industry needs
- Innovation in training including: waiting service, bar service / cellar operations, OHS/ fire safety procedures, front/back of house, housekeeping
- Demonstration of external training support including: responsible service of alcohol/gaming and other industry courses
- Assessment of competency assessed by management
- Level of multi-skilled staff as direct result of training
- Retention of staff as result of initiatives
- Procedure for re-evaluation of staff training

A written submission made up of 1000 words including supporting documentation and pictures is required to assist in the assessment of this category.

Outstanding Community Service and Achievement

A submission addressing the following criteria is required:

- Active sponsorship and support of community groups and activities
- Promotion of the hotel industry to community and groups
- Participation in community life through the hotel
- Evidence of financial assistance to community
- Profile, PR achieved through community work
- Availability of notice board to communicate achievements on premises

A written submission including supporting documentation and pictures is required to assist in the assessment of this category

Best Marketed Establishment

A written submission addressing the following criteria is required:

- Evaluation results of research and conclusion
- Development stage of marketing strategy
- In-house marketing & promotion material to support marketing strategy
- Media plan and PR activities
- Increase in popularity as a result of marketing strategy (i.e. covers, occupancy)
- Consistency of branding
- ROI (Return of investment) i.e. evidence of increased traffic generation, media exposure, etc generating an increase in \$ on the bottom line

A written submission made up of 1000 words including supporting documentation and pictures is required to assist in the assessment of this category

Tourism Initiative of the Year

A written submission addressing the following criteria is required:

- Interaction/involvement with a local tourism authority/fraternity/organisation
- Ability to offer wide variety of hospitality services
- Evaluation results of research and conclusion
- Development of marketing strategy
- Proof of marketing campaign
- Increase in popularity as a result of marketing strategy (i.e. visitors data)
- Photographs, press clippings & references

A written submission made up of 1000 words including supporting documentation and pictures is required to assist in the assessment of this category

Best Environmental Practice

This category will be judged on a written submission of no more than 1,000 words plus accompanying documents and pictures where relevant. Entrants must be able to demonstrate outstanding commitment to environmentally sustainable operations.

The following should be addressed in your submission:

- Policies in place at your hotel/venue that support environmental best practice
- The use of energy saving devices/practices with regard to water, energy & waste
- The quality and quantity of your in-house recycling programs
- The existence of any environment committee or working party within the hotel/venue to address environmental issues
- Any other initiatives that demonstrate sustainable operations

A written submission made up of 1000 words including supporting documentation and pictures is required to assist in the assessment of this category

The employee categories have been adjusted this year to bring us into alignment with the national awards.

Best Employee Categories

Bartender of the Year, Front of House Employee of the Year, & Housekeeper of the Year

All written nominations for these Employee Awards should include the following standard elements:

- A brief CV or Resume and electronic copy of a colour photograph of the employee
- Employer statement supporting the employee's nomination including:
 - ❖ experience in industry,
 - ❖ personal presentation,
 - ❖ qualifications,
 - ❖ organisational contribution,
 - ❖ overall performance,
 - ❖ customer service skills,
 - ❖ any other notable achievements work or community related

Each of these categories requires a written submission of no more than 500 words including supporting documentation, electronic photo & an interview.

Employee Excellence in Service

This category will be judged by written submission of no more than 500 words, plus attachments where necessary & an interview.

The written submission should include the standard elements listed above as well as an outline of:

- An event where an employee has exhibited service above and beyond all expectations in the industry.

Chef of the Year

The written submission should include:

- How you demonstrated excellence in your role
- What recognition you have received from your venue and the wider industry
- CV, including qualifications, awards
- Menus
- Personal presentation
- Outstanding achievements

A written submission made up of no more than 500 words, plus attachments where necessary, and an interview for finalists.

Hotel Industry Rising Star Award

The candidate shall:

- Be nominated by his/her employer
- Have been employed for not less than 6 months prior to nomination
- Be 26 years of age or younger on the date of submission/nomination
- Be employed in an AHA member pub or hotel in a management position

The 500 word submission should include:

- Recognitions the candidate has received from the hotel/industry
- Training courses the candidate has undertaken or intending to take to further his/her career
- Outline how the candidate has illustrated his or her commitment to the industry and their value to your hotel, above their job description
- The candidate must also forward a copy of their curriculum vitae, which should include:
 - ❖ Prior experience/employment
 - ❖ Knowledge, experience, interest, involvement and ambition/career aspirations in the hotel industry
 - ❖ Hotel education, training and self development/personal development
- The candidate will be judged on the information and submission provided
- The candidate must be able to appear for an interview either in person or via phone with one of the judges and the candidate will be advised in due course of time and place

The winner shall be the candidate receiving the highest total number of points allocated in the following categories:

- Knowledge, expertise, interest, involvement and ambitions in the hotel industry
- Hotel education, training and self development
- General knowledge
- Personality and presentation
- Judging panel will consider the following evidence in the interview:
 - ❖ Information provided in the Curriculum Vitae
 - ❖ Quality of answers
 - ❖ Personal presentation standards
 - ❖ Personality

This category will be judged by written submission of no more than 1,000 words with supporting documentation and an interview for finalists.

DINING CATEGORIES

For the following categories an entry fee is applicable:

SECTION A **Fine Dining Award**

\$225 Entry Fee

Establishments which undertake to provide a formal, structured dining experience at the premium end of the market. You will need to provide your venue opening hours and a full copy of your Fine Dining menu and wine list.

If entering this category you will not be permitted to enter any other dining category.

SECTION B

\$125 Entry Fee Applicable to all categories listed below

(to be paid only once per restaurant - venues can enter more than one dining category)

Venues with more than one restaurant must pay one entry fee for each restaurant entered.

Best Restaurant in a Hotel or Motel

In-house restaurants operating daily in a 3- 5 Star Hotel/Motel with guest rooms. The restaurant must operate routinely as the in-house restaurant open to Hotel/Motel guests and non-resident diners. You will need to provide your venue opening hours and a full copy of your Restaurant menu and wine list.

Best Counter Meal/Bistro Meal (AHA award)

Establishments must offer Counter or Bistro meals as part of their Pub/Tavern operation. You will need to provide your venue opening hours and a full copy of your Counter/Bistro menu and wine list.

Best European Restaurant

Establishments which specialise in a cuisine from either a country or region in Europe. You will need to provide your venue opening hours and a full copy of your Restaurant menu and wine list.

Best Asian Restaurant

Establishments which specialise strictly in a cuisine type from the Asian region, includes Chinese, Indian, Japanese and Thai. You will need to provide your venue opening hours and a full copy of your Restaurant menu and wine list.

Best Seafood Restaurant

Establishment which specialise in premium quality seafood (at least 80% of the menu must be seafood). You will need to provide your venue opening hours and a full copy of your Restaurant menu and wine list.

Best Contemporary Australian Restaurant

Establishments which predominately offer a menu characterised by fresh seasonal produce and innovative dishes that reflect contemporary trends in Australian cooking. You will need to provide your venue opening hours and a full copy of your Restaurant menu and wine list.

Best Informal Dining

Establishments which have a relaxed setting, promote informal friendly service, and provide appropriate decor and offer a menu which mainly comprises cooked to order dishes. You will need to provide your venue opening hours and a full copy of your menu and wine list.

Best Steak Restaurant

Establishments in which steak is the primary menu feature (at least 80% of the menu. You will need to provide your venue opening hours and a full copy of your menu and wine list.

SECTION C

\$75 Entry Fee Applicable to the categories listed below
These categories may be entered in addition to categories in Section B

Best Café Restaurant

Establishments who provide a relaxed contemporary Australian menu or affordable light refreshments which may include pre-prepared, hot and cold dishes or sweets and desserts in a casual dining environment through the day and/or/evening. You will need to provide your venue opening hours and a full copy of your daytime Café menu and wine list if applicable.

Kool Fuel Kids Dining Menu/Family Establishment Restaurant Award

Establishment must offer a menu specifically designed for children under the age of 12. The establishment must also target and demonstrate special interest in providing service for the family dining market. You will need to provide your venue opening hours and a full copy of your Kids Dining menu.

ADDITIONAL CATEGORIES

New Restaurant Award

Not eligible for direct entry. Establishments which enter one or more of the above categories may be eligible for the best new restaurant award. To be eligible the establishment must have been in business for a period no earlier than the 1st of May 2010.

Restaurant of the Year Award

Not eligible for direct entry. The winner is determined by an evaluation of the highest scoring points from the winners of all restaurant categories. The highest scoring restaurant in Tasmania will compete in the national award for best restaurant in Australia.