



**HOSPITALITY
AWARDS
2012**

**HOTEL REALM
MONDAY 19 MARCH**

ACCOMMODATION DIVISION

CLOSING DEADLINE FOR ALL NOMINATIONS: 3 FEBRUARY 2012

**HOTEL
REALM**

DRESS CODE:

BLACK TIE

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Awards Design & Theme by

coordinate

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BEST DELUXE ACCOMMODATION

5 STAR

JUDGING CRITERIA

- Hotel exterior, design, décor, etc.
- Professionalism and outstanding customer service
- Courteous, professional and well-groomed staff
- Dedication to perfection apparent – discreet but effective
- Variety of food and beverage outlets & services
- 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
- Evidence of environmental sustainability best practice throughout the hotel

**Nominees must provide a voucher for one night's accommodation including dinner and breakfast*

BEST SUPERIOR ACCOMMODATION

4.5 STAR

JUDGING CRITERIA

- 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
- Evidence of environmental sustainability best practice throughout the hotel

**Nominees must provide a voucher for one night's accommodation including dinner and breakfast*

BEST FIRST CLASS ACCOMMODATION

4 STAR

JUDGING CRITERIA

- 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
- Evidence of environmental sustainability best practice throughout the hotel

**Nominees must provide a voucher for one night's accommodation including dinner and breakfast*

BEST MID-RANGE ACCOMMODATION

3 - 3.5 STAR

JUDGING CRITERIA

- Hotel exterior, design, décor, etc
- 3 to 3.5 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
- Evidence of environmental sustainability best practice throughout the hotel

**Nominees must provide a voucher for one night's accommodation including dinner and breakfast*

BEST SUITE/APARTMENT HOTEL

JUDGING CRITERIA

- Hotel exterior
- Design and decor
- Apartment/Suite fit out quality
- Apartment/Suite kitchen, quality of appliances, 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, boardrooms, etc
- Recreational facilities, pool, spa, gym etc
- In-house marketing
- Security and safety
- Evidence of environmental sustainability best practice throughout the hotel

**Nominees must provide a voucher for one night's accommodation including dinner and breakfast*

BEST BAR IN A HOTEL

THIS CATEGORY IS OPEN TO BARS LOCATED WITHIN ACCOMMODATION HOTELS AND OPEN FOR SERVICE TO BOTH HOTEL GUESTS AND THE GENERAL PUBLIC.

JUDGING CRITERIA

PRESENTATION - 40 POINTS

- Fitout – 20 points
- Furnishings & Fittings – 20 points

VARIETY & QUALITY – 15 POINTS

- Menu presentation – 5 points
- Drink quality & taste – 5 points
- Variety of beverages available (wines, spirits, cocktails, beers) – 5 points

SERVICE - 30 POINTS

- Demeanour, appearance & professionalism – 10 points
- Knowledge of the drinks menu & wine list – 10 points
- Efficiency in service – 10 points

GENERAL – 15 POINTS

- Evidence of popularity & profitability – 5 points
- Atmosphere & ambience – 5 points
- Safety & security – 5 points

TOTAL

TOTAL - 100 POINTS

**Hotels in this category must pay a nomination fee of \$50.00*

BEST HOTEL RESTAURANT

THIS CATEGORY IS OPEN TO RESTAURANTS LOCATED WITHIN ACCOMMODATION HOTELS AND OPEN FOR SERVICE TO BOTH HOTEL GUESTS AND THE GENERAL PUBLIC. VENUES SHOULD EXHIBIT THE FOLLOWING:

FOOD

- Pricing and quality reflecting the market positioning of the hotel
- Value for money
- Presentation, appearance, accuracy of description on menu
- Originality, selection and variety
- Validity and general quality

SERVICE

- Friendly, courteous and professional
- Product knowledge and appropriate grooming
- Self-service can be an option
- Competence and efficiency

GENERAL

- Measure of popularity
- Ability to cope quickly with busy patronage
- Growth factor and marketing (documentation in submission)
- Cleanliness of premises
- Characteristics (theme, unique, character)
- Range of wines (including variety of wines available by the glass) appropriate for the market positioning of the hotel

JUDGING CRITERIA

FOOD – 40 POINTS

- Taste & presentation of the dish – 20 points
- Value for money – 10 points
- Variety & menu presentation – 10 points

GENERAL - 30 POINTS

- Venue fitout, furnishings & fittings – 10 points
- Evidence of popularity/profitability – 10 points
- Wine list (see criteria for 'Best Wine List' Award) – 10 points

SERVICE - 30 POINTS

- Demeanour, appearance & professionalism – 10 points
- Knowledge of the menu & wine list – 10 points
- Efficiency in service – 10 points

TOTAL

TOTAL - 100 POINTS

**Hotels in this category must pay a nomination fee of \$100.00*

BEST WINE LIST

PLEASE SUBMIT A COPY OF YOUR WINE LIST WITH A BRIEF SUBMISSION ADDRESSING THE JUDGING CRITERIA BELOW:

JUDGING CRITERIA

- Prices aligned to the restaurant menu
- Extensive variety of regions represented, specifically mentioning any ACT region wines
- Wines appropriate to food styling of the outlet
- Extensive range of wine varieties
- Suggested matching of wines with dishes on restaurant menu
- Variety of wines available by the glass
- Format and presentation of the menu itself

BEST MEETINGS & EVENTS HOTEL

THIS CATEGORY IS OPEN TO ANY HOTEL OFFERING AT LEAST 20 ROOMS FOR TOURIST ACCOMMODATION WHICH HAS ON-SITE FACILITIES FOR HOSTING MEETINGS, CONFERENCES OR OTHER EVENTS.

NOMINEES FOR THIS AWARD MUST PROVIDE A SUBMISSION ADDRESSING THE FOLLOWING CRITERIA:

JUDGING CRITERIA

- Description of the facilities available at the hotel for meetings and/or events.
- Size, flexibility and capacity of each facility. Include details of the seating capacity of function rooms for various uses (such as theatre-style, boardroom, sit down dinner, etc).
- Details of the nature and type of meetings/events hosted.
- Description of the promotional/marketing activities undertaken to attract meetings & events business to the hotel.
- Description of clientele. Include breakdown of the level of repeat business compared to one-off events, local business compared to business tourism.
- Significance of your venue to the broader ACT tourism industry.

BEST MARKETED HOTEL

A WRITTEN SUBMISSION MADE UP OF 1000 WORDS INCLUDING SUPPORTING DOCUMENTATION AND PICTURES IS REQUIRED TO ASSIST IN THE ASSESSMENT OF THIS CATEGORY.

NOMINEES FOR THIS AWARD MUST PROVIDE A SUBMISSION ADDRESSING THE FOLLOWING CRITERIA:

JUDGING CRITERIA

- Evidence and quality of research
- 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
- Evidence of Environmental sustainability best practice throughout the hotel

BEST NEW/RE-DEVELOPED VENUE

ACCOMMODATION DIVISION

THIS AWARD AIMS TO RECOGNISE THE BEST NEW OR REDEVELOPED HOTEL IN THE ACCOMMODATION DIVISION. THIS CATEGORY IS OPEN TO ANY HOTEL VENUE WHICH:

- COMMENCED TRADING ON OR AFTER 1 JANUARY 2011
- UNDERTOOK EXTENSIVE RENOVATIONS TO EITHER THE HOTEL OR A COMPONENT OF THE BUSINESS SUCH AS THE RESTAURANT, CONFERENCE FACILITIES OR BAR AND WERE COMPLETED ON OR AFTER 1 JANUARY 2011

A WRITTEN SUBMISSION OF NO MORE THAN 1,000 WORDS INCLUDING SUPPORTING DOCUMENTATION AND PICTURES IS REQUIRED TO ASSIST IN THE ASSESSMENT OF THIS CATEGORY.

JUDGING CRITERIA

- Reason for refurbishment
- Level of investment
- Description of project
- Demonstration of popularity
- Growth factor and marketing

**Nomination Fee: \$50 (AHA Members)*

BEST LIVE ENTERTAINMENT VENUE

THIS CATEGORY IS OPEN TO ANY PUB OR BAR (INCLUDING THOSE LOCATED WITHIN HOTELS), IN WHICH THE SALE OF BEVERAGES IS THE PRIMARY SOURCE OF REVENUE AND WHICH OFFERS LIVE MUSIC ENTERTAINMENT ON A REGULAR OR FREQUENT BASIS

A WRITTEN SUBMISSION OF NO MORE THAN 1,000 WORDS INCLUDING SUPPORTING DOCUMENTATION IS REQUIRED

JUDGING CRITERIA

ENTERTAINMENT - 30 POINTS

- Quality and frequency of entertainment provided (provide performance listings with submission)
- including ticketed events if applicable – 15 points
- Evidence of increased patronage as a result of providing live entertainment – 10 points
- Marketing & promotion of entertainment as a reason to visit the venue – 5 point

PRESENTATION- 20 POINTS

- Fitout – 10 points
- Furnishings & fittings – 10 points

SERVICE - 20 POINTS

- Knowledge of the drinks menu & cocktail list – 5 points
- Demeanour, appearance & professionalism – 5 points
- Efficiency in service – 5 points
- Responsible service of alcohol – 5 points

GENERAL - 30 POINTS

- Strong and appropriate security presence – 10 points
- Evidence of popularity & profitability – 10 points
- Atmosphere & ambience – 10 points

TOTAL

TOTAL - 100 POINTS

**Nomination Fee: \$50.00 (AHA Members)*

BEST SPORTING ENTERTAINMENT VENUE

THIS CATEGORY IS OPEN TO ANY VENUE WHICH:

- OFFERS TELEVISION SCREENS FOR VIEWING BY PATRONS, AND
- REGULARLY DISPLAYS SPORTING BROADCASTS AS AN ENTERTAINMENT OPTION

JUDGING CRITERIA

ENTERTAINMENT - 30 POINTS

- Quality & frequency of sporting entertainment provided – 15 points
- Evidence of increased patronage as a result of providing live entertainment – 10 points
- Marketing & promotion of entertainment as a reason to visit the venue – 5 points

PRESENTATION - 20 POINTS

- Fitout – 10 points
- Furnishings & fittings – 10 points

SERVICE - 20 POINTS

- Knowledge of the menu & beverages – 5 points
- Demeanour, appearance & professionalism – 5 points
- Efficiency in service – 5 points
- Responsible service of alcohol – 5 points

GENERAL - 30 POINTS

- Appropriate security presence – 10 points
- Evidence of popularity & profitability – 10 points
- Atmosphere & ambience – 10 points

TOTAL

TOTAL - 100 POINTS

**Nomination Fee: \$50 (AHA Members)*

BEST ENVIRONMENTAL PRACTICE

THIS CATEGORY IS OPEN TO ACCOMMODATION HOTELS ONLY. A WRITTEN SUBMISSION OF NO MORE THAN 1,000 WORDS INCLUDING SUPPORTING DOCUMENTATION AND PICTURES IS REQUIRED TO ASSIST IN THE ASSESSMENT OF THIS CATEGORY.

JUDGING CRITERIA

- Policies in place at the hotel that support environmental best practice
- The use of energy saving devices or practices with regard to water
- The quality and quantity of in-house recycling programs
- The existence of any environment committee or working party within the hotel to address environmental issues

BEST FRONT OF HOUSE EMPLOYEE

THIS CATEGORY IS OPEN TO EMPLOYEES OF ACCOMMODATION HOTELS WHO PRIMARILY WORK IN FRONT OF HOUSE DUTIES. NOMINATIONS SHOULD BE ACCOMPANIED BY A SUBMISSION OF 500 WORDS OR LESS.

JUDGING CRITERIA

- Been employed for at least 6 months prior to nomination
- Be nominated by his/her employer

The 500 word submission should include:

- CV, including qualification, training courses attended, awards gained
- Personal presentation
- Personality
- Outstanding achievements, work or community related
- How the employee displayed excellence in his/her role
- Evidence of individuals commitment to environmental sustainability best practice within the hotel

**Nomination Fee: \$50.00 per employee. Venues can nominate a maximum of two employees.*

BEST BAR SERVICE EMPLOYEE

THIS CATEGORY IS OPEN TO ALL EMPLOYEES WHO WORK PREDOMINANTLY BEHIND THE BAR IN A LICENSED VENUE. ALL NOMINEES MUST BE AVAILABLE TO BE ASSESSED IN THE LAST TWO WEEKS OF FEBRUARY. PLEASE SUBMIT A COPY OF THE NOMINATED EMPLOYEES RESUME AND A ROSTER SHOWING WHEN THE EMPLOYEE WILL BE WORKING BETWEEN FRIDAY 17 FEBRUARY AND SUNDAY 26 FEBRUARY 2012.

PLEASE SUBMIT A CURRENT PHOTO OF THE PARTICIPANT/S AS THIS WILL BE USED IDENTIFY THEM.

JUDGING CRITERIA

- Been employed for not less than 6 months
- Be nominated by his/her employer

WORKPLACE OBSERVATION

Anonymous assessors making a visit to the nominee's workplace judging against standard criteria during service.

Nominees will be assessed on:

- Customer Interaction
- Sales techniques
- Personal presentation, appearance and demeanour
- Speed of service and efficiency
- Product knowledge
- Workplace cleanliness
- Evidence of responsible service of alcohol

MIXOLOGY ASSESSMENT

Cocktail assessment criteria:

- Balance of flavours
- How effectively the base spirit has been highlighted
- Visual presentation
- Aroma
- Consistency

*Nomination Fee: \$50.00 per employee. Venues can nominate a maximum of two employees.

BEST RESTAURANT SERVICE EMPLOYEE

PLEASE SUBMIT A COPY OF THE NOMINATED EMPLOYEES RESUME PLUS CONTACT DETAILS.
NOMINEES MUST BE AVAILABLE TO ATTEND AN INTERVIEW WITH THE AWARDS JUDGES AND WILL BE CONTACTED
TO ARRANGE A SUITABLE TIME

JUDGING CRITERIA

- Demeanour, appearance & professionalism
- Knowledge of the menu (including specials) and wine list
- Efficiency and accuracy of service

**Nomination Fee: \$50.00 per employee. Venues can nominate a maximum of two employees.*

BEST RESTAURANT COOKERY EMPLOYEE

& BEST APPRENTICE CHEF

THIS AWARD AIMS TO RECOGNISE THE ACHIEVEMENTS OF STAFF EMPLOYED IN COOKERY POSITIONS WITHIN RESTAURANTS, PUBS AND HOTELS.

It is designed to encourage hospitality as a career choice by recognising excellence in performance. It is not designed to recognise the cookery skills of chefs who are owners of the business. Please submit a copy of the nominated employees resume plus contact details. Nominees must be available to attend the AHA offices during the month of June for an interview with the judges for these Awards.

JUDGING CRITERIA

- Qualifications/Awards received
- Presentation, appearance, demeanour
- Organisational contribution
- Performance
- Culinary skills
- Management skills & ability to work as part of a team
- Demonstrated understanding of the menu
- Demonstrated understanding of the business generally (not just the kitchen)

**Nomination Fee: \$50.00 per employee. Venues can nominate a maximum of two employees*

ACCOMMODATION DIVISION NOMINATION FORM

COMPLETE AND RETURN TO THE AHA BY
EMAIL: ACTAHA@ACTAHA.ORG.AU OR FAX: 02 6273 7439

CATEGORY

NOMINATION FEE

<input type="checkbox"/> Best Deluxe Accommodation	Voucher
<input type="checkbox"/> Best Superior Accommodation	Voucher
<input type="checkbox"/> Best First Class Accommodation	Voucher
<input type="checkbox"/> Best Mid-Range Accommodation	Voucher
<input type="checkbox"/> Best Suite/Apartment Hotel	Voucher
<input type="checkbox"/> Best Bar in a Hotel	\$50
<input type="checkbox"/> Best Hotel Restaurant	\$100
<input type="checkbox"/> Best Wine List	\$0
<input type="checkbox"/> Best Meetings & Events Hotel	\$0
<input type="checkbox"/> Best Marketed Hotel	\$0
<input type="checkbox"/> Best New/Re-developed Venue (Accommodation Division)	\$50
<input type="checkbox"/> Best Live Entertainment Venue	\$50
<input type="checkbox"/> Best Sporting Entertainment Area	\$50
<input type="checkbox"/> Best Environmental Practice	\$0
<input type="checkbox"/> Best Front of House Employee No. []	\$50
<input type="checkbox"/> Best Bar Service Employee No. []	\$50
<input type="checkbox"/> Best Restaurant Service Employee No. []	\$50
<input type="checkbox"/> Best Restaurant Cookery Employee No. []	\$50
<input type="checkbox"/> Best Apprentice Chef No. []	\$50

*All nomination fees are inclusive of GST

Name of Venue:

Address:

Contact Person: Contact Number:

Email:

Payment: Visa Mastercard American Express Diners

Card Number:

Name on Card:

Expiry Date: Signature of cardholder:

CSV digits: Amount: \$

**Cheques should be payable to 'AHA ACT' and sent to PO Box 3250 Manuka 2603 attached to this form.

Australian Hotels Association – ACT Branch: ABN 37 315 422 917 This form may be used as a tax invoice.