



National Awards for Excellence 2009

BEST ENTERTAINMENT VENUE

HOTEL/VENUE:

DATE VISITED:

The aim of this category is to find the venue that provides the best entertainment suited to the available market. **This category will be judged 20% on a written submission and 80% on an anonymous site inspection**

➔ **Circle corresponding score and write given number at end of line**

GENERAL

Appropriate ambience of venue (i.e. lighting & background music)	1	2	3	4	5	_____
Cleanliness of venue	1	2	3	4	5	_____
Adequate and appropriate crowd control techniques	1	2	3	4	5	_____
Toilets clean & operational	1	2	3	4	5	_____
Appropriate room temperature	1	2	3	4	5	_____
Clear directional signage	1	2	3	4	5	_____
Effective marketing for events & activities	1	2	3	4	5	_____
Snack food offering	0	1	2	-	-	_____
Popularity relative to time and day of the week	0	1	2	-	-	_____

General Score: _____ /39

General Comments:

ENTERTAINMENT

Pool tables available & operational	0	1	2	-	-	_____
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Arcade machines available & operational	0	1	2	-	-	
Adequate TV screens with appropriate vision	0	1	2	-	-	
Other entertainment offerings i.e. trivia, karaoke, comedians, open mic nights etc	0	1	2	-	-	

Entertainment Score: /8

Entertainment Comments:

LIVE ENTERTAINMENT

Overall quality of performance	1	2	3	4	5	
Suitability of act	1	2	3	4	5	
Support for performers with original material	0	1	2	-	-	
Appropriate backstage facilities provided for performers	0	1	2	-	-	
Quality of stage & dance floor facilities	1	2	3	4	5	
Quality of lighting & sound facilities	1	2	3	4	5	
Acknowledgement by performers as a good performance venue	1	2	3	4	5	
Live entertainment on a regular basis	1	2	3	4	5	

Live Entertainment Score: /34

Live Entertainment Comments:

BEVERAGE

Quality of draught beer offered	1	2	3	4	5	
Reasonable variety of draught beer available	1	2	3	4	5	
Variety of local and imported beers available	1	2	3	4	5	
Variety of wine, incl. regional, local, interstate and imported wines available	1	2	3	4	5	
Variety of wines offered by the glass	1	2	3	4	5	
Reasonable variety of non-alcoholic beverages available	1	2	3	4	5	
Quality of espresso coffee available	1	2	3	4	5	
Cleanliness of glassware	1	2	3	4	5	

Beverage Score: /40

Beverage Comments:



BAR FOOD

Relative pricing (value for money)	1	2	3	4	5	
Presentation, appearance, accuracy & quality	1	2	3	4	5	
Originality, selection and diversity	1	2	3	4	5	

Bar Food Score: /15

Bar Food Comments:

STAFF

Welcome & approach to customer	1	2	3	4	5	
Friendly & courteous	1	2	3	4	5	
Practice of Responsible Service of Alcohol	1	2	3	4	5	
Appropriate, efficient & well presented staff	1	2	3	4	5	
Willingness to engage	1	2	3	4	5	
Staff knowledge of entertainment offered	1	2	3	4	5	
Pleasant parting salutation offered	1	2	3	4	5	

Staff Score: /35

Staff Comments:

TELEPHONE TECHNIQUE 0 = NO 1 = YES

Was the telephone answered within 3 rings?	0	1	-	-	-	
Was the name of the hotel identified?	0	1	-	-	-	
Did the speaker identify themselves?	0	1	-	-	-	
Did the speaker encourage you to visit the hotel?	0	1	-	-	-	
Did the speaker offer a pleasant parting comment?	0	1	-	-	-	

Telephone score: /5

Telephone Comments:



ENVIRONMENTAL SUSTAINABILITY

Evidence of in-house recycling programs	0	1	2	
Evidence of support for environmental sustainability	0	1	2	
Best practice in waste management	0	1	2	
Energy saving initiatives	0	1	2	
Water saving initiatives	0	1	2	

Environmental sustainability Score: /10

**Environmental sustainability
Comments:**

JUDGES OVERALL EVALUATION OF WRITTEN SUBMISSION: 1 2 3 4 5 6 7 8 9 10 **/10**

JUDGES OVERALL EXPERIENCE: 1 2 3 4 5 6 7 8 9 10 **/10**

➔ TOTAL SCORE /206