



National

Awards *for* Excellence 2009

BEST SPORTING ENTERTAINMENT VENUE

HOTEL/VENUE:

DATE VISITED:

This category is designed to find the hotel sports bar. The bar should be designed on a sporting theme providing a variety of activities based on a sporting theme. Wagering and Sky Channel facilities are an advantage, but are not imperative. This category is 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	_____
Snack food offering	0	1	2	-	-	_____
Popularity relative to time and day of the week	0	1	2	-	-	_____

General Score:

/34

General Comments:

SPORTING ENTERTAINMENT

Integration of sporting vision throughout venue	1	2	3	4	5	_____
Cleanliness of premises	1	2	3	4	5	_____

Sporting theme relative to market	1	2	3	4	5	
Effective promotion of events & in-house activities	1	2	3	4	5	
Quality and variety of sporting artefacts	1	2	3	4	5	
Hotel provides televised sporting programs	0	1	2	4	5	
Sky Channel service	0	1	2	4	5	
TAB or bingo/Keno facilities	0	1	2	4	5	
Availability of pool/darts competitions	0	1	2	4	5	
Hotel participates with sporting teams and clubs i.e. golf, football, fishing	0	1	2	4	5	
Hotel promotes sporting and leisure activities	0	1	2	4	5	
Sporting Entertainment Score:						/55

Sporting Entertainment 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:

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:



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	
Practice of Responsible Conduct of Gambling	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: /40

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 encourage you to visit the hotel?	0	1	-	-	-	
Did the speaker identify themselves?	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 EXPERIENCE: 1 2 3 4 5 6 7 8 9 10 **/10**

Judges evaluation of written submission: 1 2 3 4 5 6 7 8 9 10 **/10**

➔ TOTAL SCORE **/219**
