



National

Awards *for* Excellence 2009

BEST OUTDOOR OR NON-ENCLOSED FACILITY

HOTEL/VENUE:

DATE VISITED:

This category is designed to find the best hotel which provides a variety of excellent facilities and services to accommodate both smoking & non-smoking patrons. A written submission of 1000 words including supporting documentation and pictures will be required to assist in the assessment of this category. A visit to the hotel is mandatory

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

GENERAL - HOTEL

Natural ambience (i.e. lighting & background music)	1	2	3	4	5	_____
Attractive and well maintained hotel exterior	1	2	3	4	5	_____
Pleasant dØcor	1	2	3	4	5	_____
Measure of popularity relative to day of week	1	2	3	4	5	_____
Appropriate room temperature	1	2	3	4	5	_____
Cleanliness of premises	1	2	3	4	5	_____
Toilets clean & operational	1	2	3	4	5	_____
Clear directional signage	0	1	2	-	-	_____

General Score:

/37

General Comments:



OUTDOOR AREA

Facility complies with Tobacco legislation	1	2	3	4	5	
Innovation & creativity	1	2	3	4	5	
Effective signage	1	2	3	4	5	
Area integrates with the rest of the hotel	1	2	3	4	5	
Presentation & appearance	1	2	3	4	5	
Gives regard to noise amenity issues	1	2	3	4	5	
Proximity to a service area and amenities	1	2	3	4	5	
Appropriate receptacles of cigarette butt litter	1	2	3	4	5	
Adequate heating & cooling	1	2	3	4	5	
Measure of popularity relative to day of week	1	2	3	4	5	
Attention to cleanliness and hygiene of the outdoor area	1	2	3	4	5	
Characteristics (dØcor& ambiance)	1	2	3	4	5	
Range of facilities (eg. Pool table, TV, electronic games, internet facilities etc)	1	2	3	4	5	
Adequate safety & security	1	2	3	4	5	

Outdoor Area Score:

/70

Outdoor Area Comments:

BEVERAGE

Variety of draught beers offered	1	2	3	4	5	
Local and imported beers offered	0	1	2	-	-	
Cleanliness of glassware	1	2	3	4	5	
Variety of soft drink & mixers available	0	1	2	-	-	
Reasonable variety of wines available by the glass	0	1	2	-	-	
Quality of espresso coffee available	0	1	2	-	-	

Beverage Score:

/18

Beverage Comments:



FOOD

Presentation, appearance, accuracy to menu	1	2	3	4	5	
Originality, selection, diversity	1	2	3	4	5	
Snack food offering	1	2	3	4	5	
Validity and general quality	1	2	3	4	5	
Is price relative to target market?	1	2	3	4	5	

Bar Food Score: **/25**

Bar Food Comments:

STAFF

Welcome & approach to customer	1	2	3	4	5	
Friendly & courteous manner	1	2	3	4	5	
Practice of Responsible Service of Alcohol	1	2	3	4	5	
Appropriate & efficient	1	2	3	4	5	
Professional & well presented	1	2	3	4	5	
Clearing glasses and keeping ash trays clean on tables and benches	1	2	3	4	5	
Knowledge of a variety of beverages (i.e. wines, cocktails, premium beers)	1	2	3	4	5	
Knowledge of customer drink orders when returning for the second round	1	2	3	4	5	
Knowledge of local area	0	1	2	-	-	
Pleasant parting salutation	0	1	2	-	-	

Staff Score: **/44**

Staff Comments:

TELEPHONE TECHNIQUE 0 = NO 1 = YES

Was the telephone answered within 4 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 Score: /10

Environmental 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 /229