



National

Awards *for* Excellence 2009

BEST REDEVELOPED HOTEL (ACCOMMODATION DIVISION)

HOTEL/VENUE:

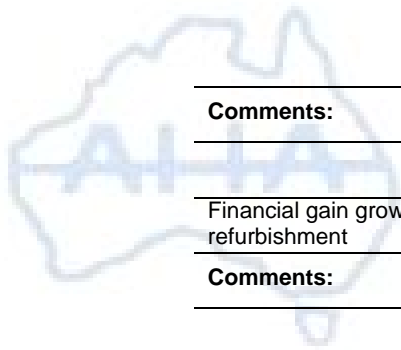
DATE VISITED:

**REFURBISHED
AREA:**

A written submission with before/after photos must be included to assist with the assessment of this category, and the hotel must have been operating for a 6 month period under new conditions at the time of nomination. This category will be judged 30% on a written submission and 70% on an anonymous site inspection

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

Refurbished Area						
Innovation in refurbishment	1	2	3	4	5	/5
Comments:						
Quality of finish & attention to detail	1	2	3	4	5	/5
Comments:						
Reason for refurbishment (documented by market research)	1	2	3	4	5	/5
Comments:						
Refurbishment appropriate to clientele	1	2	3	4	5	/5
Comments:						
Refurbishment has led to improved staff efficiency	1	2	3	4	5	/5



Comments:

Financial gain growth due to refurbishment	1	2	3	4	5	/5
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Comments:

Total cost of investment and return on investment	1	2	3	4	5	/5
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Comments:

Overall appearance	1	2	3	4	5	/5
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Comments:

Total Refurbished Area Score: /40

GENERAL (Site visit)

Natural ambience (i.e. lighting & background music)	0	1	2	-	-	
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Pleasant dØcor	0	1	2	-	-	
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Measure of popularity relative to day of week	0	1	2	-	-	
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Appropriate room temperature	0	1	2	-	-	
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Cleanliness of premises	0	1	2	-	-	
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Appropriate separation between FOH & BOH	0	1	2	-	-	
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Toilets clean & operational	0	1	2	-	-	
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Clear directional signage	0	1	2	-	-	
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General Score: /16

General Comments:

STAFF

Welcome & approach to customer	0	1	2	-	-	
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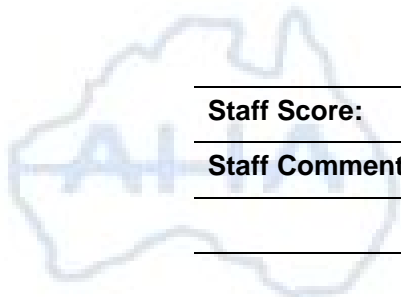
Friendly & courteous manner	0	1	2	-	-	
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Appropriate & efficient	0	1	2	-	-	
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Professional & well presented	0	1	2	-	-	
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Willingness to engage	0	1	2	-	-	
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Pleasant parting salutation	0	1	2	-	-	
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Staff Score:	/12
Staff 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:

Refurbishment completed within the specified timeframe	1	2	3	4	5	6	7	8	9	10	/10
Success of refurbishment relative to expenditure	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
Judges evaluation of written submission:	1	2	3	4	5	6	7	8	9	10	/10

TOTAL SCORE **/118**