



National

Awards *for* Excellence 2009

BEST REDEVELOPED HOTEL (GENERAL DIVISION)

HOTEL/VENUE:

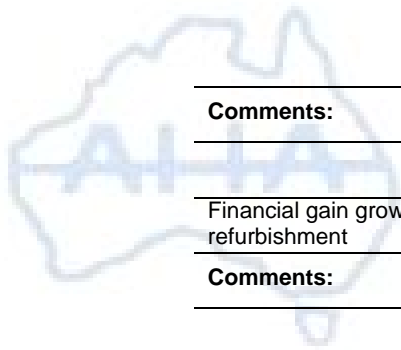
DATE VISITED:

**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
--	---	---	---	---	---	-----------

Comments:

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

Comments:

Overall appearance	1	2	3	4	5	/5
--------------------	---	---	---	---	---	-----------

Comments:

Total Refurbished Area Score: /40

GENERAL (Site visit)

Natural ambience (i.e. lighting & background music)	0	1	2	-	-	
---	---	---	---	---	---	--

Pleasant dØcor	0	1	2	-	-	
----------------	---	---	---	---	---	--

Measure of popularity relative to day of week	0	1	2	-	-	
---	---	---	---	---	---	--

Appropriate room temperature	0	1	2	-	-	
------------------------------	---	---	---	---	---	--

Cleanliness of premises	0	1	2	-	-	
-------------------------	---	---	---	---	---	--

Appropriate separation between FOH & BOH	0	1	2	-	-	
--	---	---	---	---	---	--

Toilets clean & operational	0	1	2	-	-	
-----------------------------	---	---	---	---	---	--

Clear directional signage	0	1	2	-	-	
---------------------------	---	---	---	---	---	--

General Score: /16

General Comments:

STAFF

Welcome & approach to customer	0	1	2	-	-	
--------------------------------	---	---	---	---	---	--

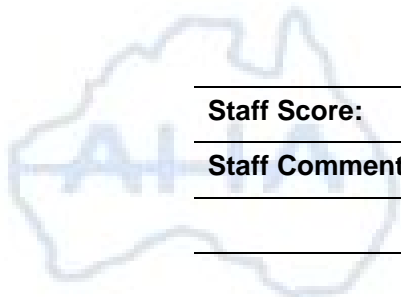
Friendly & courteous manner	0	1	2	-	-	
-----------------------------	---	---	---	---	---	--

Appropriate & efficient	0	1	2	-	-	
-------------------------	---	---	---	---	---	--

Professional & well presented	0	1	2	-	-	
-------------------------------	---	---	---	---	---	--

Willingness to engage	0	1	2	-	-	
-----------------------	---	---	---	---	---	--

Pleasant parting salutation	0	1	2	-	-	
-----------------------------	---	---	---	---	---	--



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**
