



National Awards *for* Excellence 2009

OUTSTANDING ACHIEVEMENT IN TRAINING

HOTEL/VENUE:

DATE VISITED:

A written submission of 1000 words including supporting documentation and pictures will be required to assist in the assessment of this category. It should include: Training schedules/manuals, expenditure etc. and all other relevant documentation. A visit to the hotel is mandatory

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

GENERAL

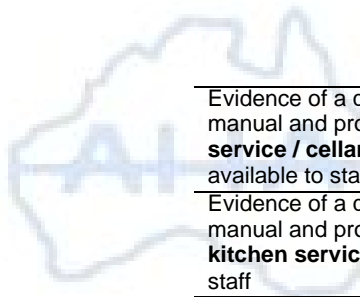
Evidence of contribution to raising professionalism in the industry	1	2	3	4	5	_____
Relevance of the Hotel's training programs in catering to industry needs	1	2	3	4	5	_____
Hotel's training programs impact to the local community	1	2	3	4	5	_____
Training \$ spent in relation to the overall expenditure commitment priority	1	2	3	4	5	_____

General Score: _____ **/20**

General Comments: _____

TRAINING PROGRAMS, SCHEDULES AND EVALUATIONS

Evidence of on-going training schedules available to staff	1	2	3	4	5	_____
Evidence of a quality training manual and program for waiting service available to staff	1	2	3	4	5	_____



Evidence of a quality training manual and program for Bar service / cellar operations available to staff	1	2	3	4	5	
Evidence of a quality training manual and program for kitchen service available to staff	1	2	3	4	5	
Evidence of a quality training manual and program for Front/back of house available to staff	1	2	3	4	5	
Evidence of a quality training manual and program for Housekeeping available to staff	1	2	3	4	5	
Evidence of a quality training manual and program for Responsible service of alcohol/gaming available to staff	1	2	3	4	5	
Evidence of a quality training manual and program for OHS/Fire safety procedures available to staff	1	2	3	4	5	
Evidence of a quality training manual and program for Environmental policies and procedures available to staff	1	2	3	4	5	
Procedure for re-evaluation of staff training	1	2	3	4	5	
Evidence of the level of multi-skilled staff as direct result of training	1	2	3	4	5	
Evidence of the retention of staff as a result of training initiatives	1	2	3	4	5	
Evidence of ongoing staff evaluation of competency assessed by management	1	2	3	4	5	

Training programs, schedules & evaluations score: /65

Training programs, schedules & evaluations comments:

EXTERNAL COLLABORATION

Hotel s encouragement of ongoing industry education for staff	1	2	3	4	5	
Evidence of support and collaboration with established training outlets i.e.TAFE colleges/hotel schools/AHA	1	2	3	4	5	

External collaboration score: /10

External collaboration comments:

STAFF

Assessment of competency assessed by management	1	2	3	4	5	
Level of multi-skilled staff as direct result of training	1	2	3	4	5	
Retention of staff as result of initiatives	1	2	3	4	5	
Procedure for re-evaluation of staff training	1	2	3	4	5	
Staff score:						/20
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 Sustainability Score:						/10
Environmental Sustainability Comments:						

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

➔ TOTAL SCORE **/145**