



# National

# Awards *for* Excellence 2009

**OVERALL HOTEL OF THE YEAR (GENERAL DIVISION)**

**HOTEL/VENUE:**

**DATE VISITED:**

**HOTEL:**

**DATE VISITED:**

**The hotels nominated in this category provide an excellent overall range of facilities whilst maintaining an overall excellence in service.** Key areas of the hotel will be taken into account for the overall result. 30 % of the category will be judged on a written submission of 1000 words and 70% of the category will be judged by an anonymous site inspection

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

**GENERAL**

Tourism appeal	1	2	3	4	5	_____
Attractive & well maintained hotel exterior	1	2	3	4	5	_____
Impressive & relative design, décor & characteristics	1	2	3	4	5	_____
Appropriate ambiance & lighting	1	2	3	4	5	_____
Appropriate background music at the right volume	0	1	2			_____
Relative & innovative in-house marketing	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 venue	1	2	3	4	5	_____
Adequate security and safety	1	2	3	4	5	_____
Toilets clean & operational	1	2	3	4	5	_____
Appropriate room temperature	1	2	3	4	5	_____
Evidence of support of local community groups	1	2	3	4	5	_____

Involvement in industry activities	1	2	3	4	5	
Range of facilities (eg. Pool table, TV, electronic games, internet facilities etc)	1	2	3	4	5	
Clear directional signage	0	1	2	-	-	
Characteristics relevant to the local area	0	1	2	-	-	

**General Score:** **/71**

**General Comments:**

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### BAR BEVERAGES

Reasonable variety of draught beer available	1	2	3	4	5	
Quality of draught beer offered	1	2	3	4	5	
Variety of local and imported beers available	1	2	3	4	5	
Variety of wine, incl. state, 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:**

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### BAR MENU

Well presented (i.e. font, size & style)	0	1	2	-	-	
Sufficient variety of menu items	0	1	2	-	-	
Cleanliness & condition	0	1	2	-	-	
Seasonal variation	0	1	2	-	-	
Local products used	0	1	2	-	-	
Integration of specials	0	1	2	-	-	
Pricing relative to target market	0	1	2	-	-	

**Bar Menu Score:** **/14**

**Bar Menu Comments:**

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## BISTRO/RESTAURANT FOOD & PRESENTATION

Accuracy of dish composition in relation to menu description	1	2	3	4	5	
Quality of dish	1	2	3	4	5	
Presentation of dish	1	2	3	4	5	
Attractive snack food offering	1	2	3	4	5	
Appropriate temperature of dish	1	2	3	4	5	
Table set with clean polished cutlery incl. napkins & crockery	1	2	3	4	5	
Quality of crockery, cutlery and linen	1	2	3	4	5	

**Food Score:** /35

**Food & Presentation Comments:**

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## RETAIL LIQUOR OUTLET

Design, layout and characteristics of the outlet	1	2	3	4	5	
Condition of displays and shelves	1	2	3	4	5	
Wine tasting provision	1	2	3	4	5	
Variety of wines/beers (regional, interstate, imported) spirits, mixers, soft drinks etc	1	2	3	4	5	
Promotional displays and sign writing	1	2	3	4	5	
Staff product knowledge	1	2	3	4	5	
Integration of specials	0	1	2	-	-	
Pricing relative to target market	0	1	2	-	-	

**Retail Liquor Outlet Score:** /34

**Retail Liquor Outlet Comments:**

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## OVERALL STAFF SERVICE

Welcome & approach to customer	1	2	3	4	5	
Friendly & courteous	1	2	3	4	5	
Grooming and uniform	1	2	3	4	5	
Efficiency of service	1	2	3	4	5	
Staff technical skill & knowledge	1	2	3	4	5	
Accuracy of account	0	1	2			
Staff knowledge of entertainment offered	1	2	3	4	5	

Suggestive selling of beverages	1	2	3	4	5	
Practice of Responsible Service of Alcohol	1	2	3	4	5	
Pleasant parting salutation	0	1	2			
<b>Overall staff service score:</b>						<b>/44</b>

**Overall staff service comments:**

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**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 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	-	-	-	
<b>Telephone Score:</b>						<b>/5</b>

**Telephone Comments:**

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**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	
<b>Environmental Sustainability Score:</b>				<b>/10</b>

**Environmental Sustainability Comments:**

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**JUDGES OVERALL EXPERIENCE:**      1   2   3   4   5   6   7   8   9   10      **/10**

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

**➔ TOTAL SCORE**      **/273**

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