

**23 BEST REDEVELOPED HOTEL**

**HOTEL:**

**ADDRESS:**

**TELEPHONE:**

**DATE VISITED:**

**TOTAL SCORE:**

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**COMMENTS:**

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<b>23. BEST REDEVELOPED HOTEL</b>
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**HOTEL:** \_\_\_\_\_

**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.

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

**Refurbished Area**

Innovation in refurbishment	1	2	3	4	5	
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**Comments:** \_\_\_\_\_

Quality of finish & attention to detail	1	2	3	4	5	
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**Comments:** \_\_\_\_\_

Refurbishment appropriate to clientele	1	2	3	4	5	
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**Comments:** \_\_\_\_\_

Refurbishment has led to improved staff efficiency	1	2	3	4	5	
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**Comments:** \_\_\_\_\_

Financial gain growth due to refurbishment	1	2	3	4	5	
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**Comments:** \_\_\_\_\_

Overall appearance	1	2	3	4	5	
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**Comments:** \_\_\_\_\_

<b>Total Refurbished Area Score:</b>	<b>/30</b>
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**GENERAL (Site visit)**

Natural ambience (i.e. lighting & background music)	0	1	2	-	-	
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Pleasant décor	0	1	2	-	-	
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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	-	-	
<b>General Score:</b>						<b>/16</b>

**General Comments:**

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**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	-	-	
<b>Staff Score:</b>						<b>/12</b>

**Staff Comments:**

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**ENVIRONMENTAL SUSTAINABILITY**

Evidence of in-house recycling programs	0	1	-	-	-	
Evidence of support for environmental sustainability	0	1	-	-	-	
Best practice in waste management	0	1	-	-	-	
Energy saving initiatives	0	1	-	-	-	
Water saving initiatives	0	1	-	-	-	
<b>Environmental Score:</b>						<b>/5</b>

**Environmental Comments:**

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<b>Refurbishment completed within the specified timeframe</b>	1	2	3	4	5	6	7	8	9	10	<b>/10</b>
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<b>Success of refurbishment relative to expenditure</b>	1	2	3	4	5	6	7	8	9	10	<b>/10</b>
<b>JUDGES OVERALL EXPERIENCE:</b>	1	2	3	4	5	6	7	8	9	10	<b>/10</b>
<b>TOTAL SCORE</b>											<b>/93</b>