

BEST REDEVELOPED HOTEL

To be eligible to nominate in this category the hotel must nominate the area within the hotel that has been re-developed, with the redevelopment being completed no earlier than 1 January 2008 and no later than 31 December 2008. Hotels that nominated in either of the Best Redeveloped Hotel categories in the 2008 Awards program are ineligible to nominate for this category in the 2009 Awards program.

Important: Please ensure that each question is addressed in 100 words or less and that your submission follows the "Written Guidelines" as set out in the entry kit.

CRITERIA 1

- (a) Provide a general depiction of your refurbishment and outline the philosophies behind its inspiration.
- (b) How have you achieved innovation in the design and development of your product?
- (c) Describe the quality of products used and the attention to detail that was provided.
- (d) Explain how you achieve and maintain quality customer service throughout your venue and describe training/skill development undertaken.
- (e) Demonstrate financial growth due to refurbishment.

CRITERIA 2

- (a) Describe and demonstrate your commitment to environmental sustainability, including in-house recycling, waste management, energy and water saving initiatives.

CRITERIA 3

- (a) Provide evidence that refurbishment was completed in the specified timeframe.