



2020 **Accommodation Awards for Excellence**

THURSDAY 18TH JUNE 2020 / GRAND HYATT MELBOURNE

Nomination Information Booklet



2020 Accommodation Awards for Excellence

*"We are what we repeatedly do.
Excellence then, is not a single act, but a habit."*
Aristotle

Confirmed Partners



Grand Hyatt Melbourne

Nomination Invitation

Is excellence a 'habit' for you and associates at your hotel?

The **TAA (Vic) Accommodation Awards for Excellence** presentations are made at an annual gala dinner, where accommodation hotels come together to celebrate with event partners and key stakeholders, recognising and rewarding venue and service excellence displayed across our industry.

Why Participate?

Our industry continues to grow in prominence as a significant contributor to the Victorian economy. In Melbourne, around 6,300 new hotel rooms are currently under construction, with 5,979 coming online over the next two years. An additional 11,700 are in planning stages. One of our industry's greatest challenges into the future is to attract the quality of talent that is showcased through our annual awards program.

Recognising and rewarding excellence displayed across our industry is fundamental to ensuring hotel staff are engaged, motivated and feel valued. Award winners clearly demonstrate an unwavering commitment to venue and service excellence that underpins Victoria's reputation as a tourism destination of choice, in a competitive market.

A number of hotel brands celebrate their successes through a range of innovative marketing activities and seek to leverage this success to attract new guests and reinforce to returning guests that their hotel and its associates are among the best at what they do – delivering memorable experiences!

Got a competitive streak? Think you're among the best at what you do? Why not prove it by participating in the Awards program?

Nomination Process

In 2020, Victoria's top accommodation hotels and venue staff will be recognised across 27 award categories at a gala dinner, to be held in the Savoy Ballroom, at Melbourne's iconic Grand Hyatt Melbourne Hotel on **Thursday 18th June 2020**.

Awards are presented at a hotel property and individual employee level. Nominations are open across relevant Award categories, with multiple nominations per property encouraged.

Award categories are listed below. Click on each category link to determine judging criteria:

Property Categories

- 1 Apartment Accommodation of the Year
- 2 Hotel Restaurant of the Year
- 3 Deluxe Restaurant of the Year
- 4 Hotel Club Lounge of the Year
- 5 Outstanding Community Service and Achievement
- 6 Mid-Range Accommodation Hotel of the Year
- 7 Regional Hotel Restaurant of the Year
- 8 Boutique Style Accommodation of the Year
- 9 Best Marketed Accommodation Provider
- 10 Outstanding Achievement in Training
- 11 Best Environmental and Sustainability Practice
- 12 Excellence in Innovation
- 13 Hotel Bar of the Year
- 14 Regional Accommodation of the Year
- 15 Resort Style Accommodation of the Year
- 16 Superior Accommodation Hotel of the Year
- 17 Deluxe Accommodation Hotel of the Year

Employee Categories

- 18 Concierge of the Year
- 19 Engineer and Maintenance Employee of the Year
- 20 Food and Beverage Services Employee of the Year
- 21 Front Office Services Employee of the Year
- 22 Hotel Industry Rising Star
- 23 Housekeeper Employee of the Year
- 24 Sales and Marketing Employee of the Year
- 25 Revenue Management Employee of the Year
- 26 Chef of the Year
- 27 Back of House Employee of the Year

Judging Process

Judging is either completed by way of a property visit, in the case of property category awards, or via assessment of written criteria and an associated interview, for individual employee award categories.

Each category entrant will receive feedback on how they or their property performed, relative to winning hotels and individuals.

The TAA (Vic) Accommodation Awards for Excellence judging panel is comprised of highly experienced individuals, equipped with many years of relevant industry knowledge. Importantly, all judging is completed impartially and independently of TAA (Vic).

Key Dates

Nominations Open	Wednesday 26th February
Nominations Closed	Wednesday 25th March
Judging Commences	Monday 6th April
Judging Finishes	Friday 15th May
Category Finalists Confirmed	Friday 22nd May
Winners Announced	Thursday 18th June 2020

AHA National Awards for Excellence

The AHA National Awards for Excellence event will be held on **Wednesday 5 August 2020** in Darwin. Winners of TAA (Vic) Accommodation Awards for Excellence categories will be eligible to enter the national competition, in aligned categories.

Common Judging Criteria

All accommodation property categories will be assessed on the following core hotel judging criteria. The property's performance will be ranked relative to that of other properties, in the same Award category.

Reservations and Front Desk

Judges will assess whether the property's website was clear and easy to navigate; the efficiency and professionalism of reservation process, when completing process via telephone; make an assessment of whether there is adequate floor space and functional layout of the reception area, including observing whether the area is clean and hygienically maintained.

Front Desk Services

Judges will observe whether the guest service agent (GSA) uses their name on check in; makes eye contact and acknowledges them

immediately upon entry. They will note staff grooming and uniform and determine whether they speak to guests in a friendly, enthusiastic and courteous tone. The accuracy of the check in process will be assessed, in terms of correct guest details recorded, as will whether an offer is made to escort them to their room and whether the features of the room are explained to the guest, on arrival.

Whether the GSA promotes the various facilities of the hotel will be noted, as will whether they revert back to guests to answer any questions or resolve any concerns, in a timely manner.

Breakfast

Judges will make an assessment of whether the breakfast room has a pleasant ambience, with appropriate background music, lighting, noise levels and is easy to access (for example, with clear directional signage or assistance from staff).

They will also note their impressions of the interactions had with hotel staff, including whether they were greeted warmly; seated promptly; whether staff grooming and uniform was consistent and appropriate; the cleanliness/hygiene of room and facilities; the technical skills and knowledge of staff; whether a pleasant parting salutation was offered and assess if the final account they received was accurate.

Hotel Bar

Judges will assess the beverage menu presentation, in terms of its condition and readability (for example, font size, colours and layout). Staff presentation and grooming will be noted, as will their level of technical skill/knowledge and whether suggestive selling techniques were employed. The quality of beverages, considering level of innovation, selection and diversity will be assessed. The efficiency of service of drinks; table clearing; whether a second drink order is offered; whether guests receive a pleasant parting salutation and the accuracy of

the account received will also be noted.

General

A general assessment of the natural ambience, décor and features (including lighting and background music) of the property will be made; its popularity relative to day of week; whether guest areas are at an appropriate room temperature and level of cleanliness; the efficiency of access and operation of front of house and back of house teams, and cleanliness and hygiene of toilets, including presence of clear directional signage, and/or direction from staff.

Judge's Overall Score

In each property category, judges will also be asked to rate their overall guest experience, enjoyed during their stay, on a scale of 1-10, factoring in observations from all areas they have assessed.

This mark will be included in the overall judging tally, to determine Award winners.

Property Categories

Automatic Category Entry

Member hotels gain automatic entry into the property category most relevant to their style of hotel operation. Finalists are determined via a member vote, where hoteliers in the specific property category are asked to cast a vote for their 'top three' in that category (for example, deluxe hotels casting votes on other deluxe hotels). Members are permitted to also vote for their own property. Properties with the highest vote tallies will be confirmed as category finalists.

Please note that members are not able to cast a vote outside of their own property category, for example a deluxe accommodation hotel operator cannot cast a vote in the Mid-Range Accommodation Hotel category.

Members are required to express their interest in entering the following property categories by submitting a written application (ensuring they follow entry criteria outlined in this document for their category of interest):

- Outstanding Community Service and Achievement
- Best Marketed Accommodation Provider
- Outstanding Achievement in Training
- Best Environmental and Sustainability Practice
- Excellence in Innovation

Apartment Accommodation of the Year

Eligibility

An apartment hotel property could provide serviced apartment accommodation for guests that includes cooking, washing and laundry facilities, in the room. Distinguishable from single room occupancy hotel rooms, they may also have a second lounge or dining space, in addition to bedrooms and could attract longer stay guests.

Specific judging criteria for these properties includes:

Reservations and Front Desk

Front Desk Services

Apartment Facilities

Guest Room

Housekeeping Services

Assessment of Kitchen Facilities

Judges will assess whether instructions for use of appliances are provided; the overall presentation and cleanliness of appliances, including their quality and whether they are in working order. They will also consider the quality and quantity of cutlery, glasses and crockery, and the quality and quantity of amenities, including dishwashing liquids, clothes detergents, tea and coffee making facilities, availability of towels and a brush and pan set.

Hotel Restaurant of the Year

Judging criteria for these categories includes:

General criteria

Telephone Technique

Judges will call the hotel restaurant anonymously to make a dining reservation. They will determine whether their call was answered promptly and whether the name of hotel/restaurant was identified. Also, whether the speaker identified themselves, whether details of the guest's reservation were confirmed, and if a pleasant parting comment was offered.

Environmental Sustainability

Judges will note whether visual evidence exists to confirm the hotel is supportive of and/or engaging in environmentally sustainable practices – for example, use of recyclable cups and straws and has alliances with food rescue organisations like OzHarvest.

Menu

Judges will assess whether the menu is well presented (for example, font, size and style); whether there are a sufficient and interesting variety of menu items; consider the seasonal variation with dishes; determine whether the integration of specials and local dishes has been made, and assess menu pricing, relative to the restaurant's likely target market.

Beverages

Judges will consider the variety of local and imported beers, wines and spirits available on the menu; the variety of wines offered by the glass; whether a reasonable variety of non-alcoholic beverages is offered; the availability and quality of espresso coffee, and the cleanliness and handling of glassware.

Food and Presentation

Judges will determine whether tables have been set with clean, polished cutlery and napkins; the quality of crockery, cutlery and table linen; the accuracy of dish composition in relation to menu description; the quality, presentation and appropriate temperature of the dish served, and its price, relative to its quality and presentation.

Staff

A detailed assessment of their interaction with restaurant staff will be made by judges. This will include, whether they received an appropriate welcome on arrival and the ease with which their reservation was retrieved; the staff member's grooming and presentation; their knowledge of menu and specials, including willingness to engage and make recommendations, and the extent to which staff upsold – matching wines with food, offer of, and recommendations regarding, desserts, teas and coffees.

From a functional perspective, the length of time taken to take and deliver food and beverage orders will be assessed; whether clean and appropriate cutlery was placed correctly on the table, prior to meal being served; whether meals ordered were correct, and correctly placed; whether the table was cleared at appropriate intervals and redundant items were removed from the table (for example, salt and pepper cleared for dessert). Finally, judges will assess the length of time taken for account to be delivered its accuracy and whether an appropriate parting salutation offered to the guest.

Summary Score

Judges will also provide a score that summarises their perception of the complete dining experience. For further information, click on the link below:

Summary score

Deluxe Restaurant of the Year

Judging will be based on an assessment of (click on links for more information):

General Criteria

Telephone Technique

Menu

Beverages

Food and Presentation

Staff

Environmental Sustainability

Judge's Overall Score

Hotel Club Lounge of the Year

Click on each link below, for more detail of assessment criteria:

- **General criteria**
- **Beverages**
- **Menu (appreciating that Club Lounge access likely comes at an all-inclusive price)**
- **Summary score**

In addition:

Food and Presentation

Judges will assess the quality of food and produce on display; the ease of access for serving of self-serve food options for the guest and the quality of crockery, cutlery and linen provided.

Staff

Along with assessing the welcome they receive; staff grooming and presentation, and their willingness to address special needs, judges will also consider whether staff provide them with a clear explanation of club lounge operations.

Additional Services Offered

Judges will also consider the variety of additional services offered (for example, shoe polish, wireless access, workplace conference/meeting facilities; reading library and complimentary garment pressing)

Outstanding Community Service and Achievement

Eligibility

This category is open to all accommodation providers to acknowledge outstanding community service and achievement within the hospitality industry.

To qualify for nomination, you must provide:

- A written submission of no more than 600 words, detailing your contributions and support to the community throughout the past year.
- Supporting documents and pictures, where relevant.

Entry Fee

An entry fee of \$120 (incl. GST) is required per application.

Requirements for Submission

Your written submission must be no more than 600 words. In your written submission, you should provide detail regarding:

- Active participation and support of community groups and activities.
- Promotion of the hotel industry to community groups and charitable organisations.

- The extent to which the accommodation provider's employees participate in community service activities.
- Evidence of profile and public relations activity achieved through community work. Funds collected for the community, including amount raised.

Judging Process

Accommodation providers will be judged on the written submission and supporting documents provided.

Mid-Range Accommodation Hotel of the Year

Click on each link below, for more detail of assessment criteria:

- [Reservations and Front Desk](#)
- [Front Desk Services](#)

In addition, hotels will be assessed on:

In-House Operator Services

Judges will assess whether the GSA used their name; whether they spoke in a friendly, enthusiastic and courteous manner, and whether they reverted back, with answers to queries, in a timely manner.

Hotel Facilities

Judges will assess design and décor characteristics, including background music; consider general cleanliness and hygiene of the property (interior and exterior); the quality of in-house plants or flower arrangements and hotel facilities, (for example, pool, spa, tennis court, gym and kids

room); the adequacy of security and safety measures employed; guest access to office admin services - business centre, high speed internet and photocopying service, and the relativity, appropriateness and innovation displayed with in-house marketing initiatives, to engage guests.

Guest Room

Judges will consider the condition and functionality of entry doors (good condition, locks and shuts properly); safety and security instruction, emergency evacuation procedures explained and legal notices (Innkeeper's liability) displayed. They will also observe the availability of functional in-room lighting and placement; check that all appliances work as they should; the availability and condition of in-room marketing collateral; adequacy of sound proofing and check availability of a functional safe and keyless room entry.

In regard to the condition of, and amenities provided in, the guest room, judges will review the general condition of in-room furniture – drawers, wardrobe, desk, bin, refrigerator and luggage rack; the condition and standard of linen/pillows/blankets, in-room amenities and mattress; quality of mini bar selection, tea and coffee making facilities and fridge; quality and diversity of entertainment offer (free and pay-television options, bluetooth speakers, and electronic in-room compendium; access to high speed, low or no cost internet; the presentation and layout of room and its cleanliness, including no maintenance issues, paint scratches or chips; the ease of control and effectiveness of heating and air conditioning systems. The condition and functionality of curtains and blinds – block out light and provide shade, will also be considered.

Bathroom Facilities

Judges will assess the quality of towels and bathroom amenities; whether clothes hooks and towel rails are conveniently located; the effective

layout and distribution of ventilation, heating and cooling systems; the condition of the bathroom vanity, toilet and location of power points; overall room presentation and cleanliness, including a dust free exhaust, and the condition of showerhead/taps, including adequate shower pressure.

Housekeeping Services

Considerations here include the quality of bed making; staff grooming and uniform; whether staff speak to the guest in a friendly, enthusiastic and courteous manner, and environmental sustainability – demonstrated visual evidence that the hotel supports environmental sustainability (recycling water or energy saving).

Breakfast

Summary score

Regional Hotel Restaurant of the Year

- Telephone Technique
- General
- Menu
- Beverages
- Food and Presentation
- Staff
- Environmental Sustainability
- Summary Score

Boutique Style Accommodation of the Year

- Hotel Facilities
- In-House Operator
- Guest Room
- Bathroom Facilities
- Housekeeping Services

Best Marketed Accommodation Provider

This category is open to all accommodation providers to recognise excellence in marketing activity undertaken to foster a greater awareness of the property in the marketplace. Initiatives may include, but are not limited to, market research and planning; advertising and promotions; publications; and trade/media/consumer events.

To qualify for nomination, you must provide:

- A written submission outlining your response to certain points
- Supporting document and images where relevant

Entry Fee

An entry fee of \$120 (incl. GST) is required per application.

Requirements for Submission

Your written submission should address the following points:

- What research and planning did the property undertake to support the achievement of your marketing strategy?
- Describe key campaigns that underpinned your marketing activity.
 - What were you trying to achieve and how did you go about ensuring it succeeded?
 - Detail what you were trying to achieve and how you did it (objectives and strategies).
- Describe what you did to ensure consistency in the quality of in-house marketing and branding.
- Did you adopt any innovative practices to achieve these objectives?
- Discuss your hotel's website with regard to appeal and efficiency. Include measurement analytics.
- Provide evidence of how social media has been used as a strategy to achieve the objectives of your marketing plan (for example, Instagram, Twitter, Facebook, Snap Chat, Trip Advisor, YouTube, LinkedIn and/or Urban spoon)
- Provide evidence of how the hotel utilises a multimedia approach to your property's online brand exposure using PC, mobile phone, in-room and venue screens, tablet or other in-house services.

Radisson on Flagstaff Gardens Melbourne

- Describe your partnerships with other businesses and how these fit into your strategy and assist our success – include related media, business associations, sponsorships, networks, neighbours, tour and transport operators, attractions, events etc.
- Discuss how your marketing team integrates with the other areas and departments within your hotel in regards to collaboration, communication and team success.
- Implementation and Measurement
 - Detail the process of how your campaign /s were implemented and measured. What were the results? You must specify how you achieved your objectives. This should include relevant return on investment (ROI) and its method of calculation (direct sales or comparative sales) and/or the public relations value of the campaign (calculated as the equivalent advertising at casual rates).
- Explain your ROI for your hotel i.e. evidence of increased traffic generation, media exposure impacting on occupancy rates, improved brand awareness and perceptions and generating an increase in profits on the bottom line.

Judging Process

Accommodation providers will be judged on the written submission and supporting documents provided.

Outstanding Achievement in Training

This category is open to all accommodation providers working to raise standards of service delivery and professionalism within the hospitality industry by having an active employee training and development plan within the property.

To qualify for nomination, you must provide:

- A written submission only, of no more than 600 words, detailing your achievements in training and employee development in the past year
- Supporting documents and image where relevant

Entry Fee

An entry fee of \$120 (incl. GST) is required per application.

Requirements for Submission

Please base your submission around answering the following three questions in detail.

Question 1

- Provide a general overview of the nature and history of your training and development plan.
- How does your plan contribute to raising the quality and professionalism of employees in our industry?
- How is your commitment to quality training and development of benefit to your employees?

- d) Describe what education and training services and/or facilities you provide.
- e) Considering your training and development programs; what outcomes do you achieve that give you a competitive advantage for your business?

Question 2

- a) Describe the key features of your training and development business plan, including the goals, strategies and beneficial outcomes for your business.
- b) Do you use an external provider for your training and development?
 - If yes, explain the relationship with the external training provider and outline the benefits that you gain from working with them.
 - If no, explain how you manage the training function internally.

Question 3

- a) Explain the different ways in which you assess and assist employee development and progression and the benefits of these methods.
- b) Give examples of increased employee skill levels achieved as a direct result of your training and development program.
- c) Provide evidence of increased employee retention as a consequence of your training and development program.

- d) Describe the methods of on-going evaluation of your training and development program to ensure training it meets or exceeds current industry standards and expectations.
- e) Provide evidence of educating staff regarding environmental sustainability best practice throughout the hotel.

Judging Process

Accommodation providers will be judged on the written submission and supporting documents provided.

Best Environmental and Sustainability Practice

This category is open to all accommodation providers making a conscious effort to reduce their waste, use of water or endeavouring to reduce their carbon footprint to have a more positive impact on the environment.

To qualify for nomination, you must provide:

- A written submission of no more than 500 words
- Supporting documents and images where relevant

Entry Fee

An entry fee of \$120 (incl. GST) is required per application.

Requirements for Submission

Your submission should include details of one major innovation, initiative or project, for example:

1. Evidence of policies in place within your property that support environmental best practice.
2. The use of energy saving devices implemented to reduce energy consumption within the hotel.
3. Explain the effectiveness of the hotel's energy efficiency programs – demonstrated reduction in energy consumption as a result of new initiatives.
4. Discuss initiatives implemented to reduce the hotel's water consumption.
5. Explain the quality and quantity of your in-house recycling programs.
6. Economic viability – Will environmental practices and energy efficiency activities/equipment deliver savings for the hotel (above the implementation costs) over the long term?
7. Level of innovation – Unique aspects about the hotel's environmental and energy efficiency programs.
8. Communication and training – How does the hotel promote its environmental and energy efficiency programs to customers and the general public? Evidence of staff awareness and staff training.

9. Incorporation of environmental and energy efficiency programs into hotel management practices – What working groups, committees or project officers have been established to manage the program? How are environmental and energy efficiency programs included in the hotel's strategic planning?

Judging Process

Accommodation providers will be judged on the written submission and supporting documents provided

Excellence in Innovation

This category is open to all accommodation providers, and recognises leadership through the practical application of innovative customer solutions for new and existing market needs resulting in a commercial, environmental and/or social benefit.

It will be attributed to a new concept, new service or a particular initiative of a group, a brand or hotel that reflects the capacity of this sector to innovate and renew itself. This concept brings forward a vision of an improved and/or unique guest experience in terms of guest services, design, spatial planning, conference rooms marketing, and application of new technologies (for example, social media).

To qualify for nomination, you must provide:

- a written submission of no more than 600 words
- supporting documents and images where relevant

Entry Fee

An entry fee of \$120 (incl. GST) is required per application.

Requirements for Submission

Outline your organisation profile, including any relevant background information. This is not included in judging criteria or in word limit. Please keep organisational profile to no more than 200 words.

- a) Organisational structure and operating environment.
- b) Organisation's main product/service offerings.
- c) Current market share and position in industry.
- d) Key markets your hotel serves.

Your submission must be no more than 600 words and should include details of one major innovation initiative or project, for example:

- New service and/or customer experience that is unique to the industry provides new customer value and/or is a source of competitive advantage.
- The commercialisation of a new product/service that offers unique customer value and/or attracts a new customer market.
- A marketing innovation (for example, customer engagement, customer loyalty or social media initiative) that is unique to industry and has led to significant customer engagement, customer loyalty and/or has attracted new markets.
- Business model innovation that has led to new revenue streams, differentiated revenue models or new channels to market.

- Whole of organisation approaches to instilling a culture of innovation.

Submission structure

1. *Innovation or innovative initiative including (where relevant);*

- a) Key elements of the initiative, its goals and objectives
- b) Planning, research and development process that was undertaken
- c) Drivers of the initiative. Please indicate whether the initiative was a local initiative or directed from national/global offices. Outline what elements of the initiative were driven locally (list the team/s involved).
- d) How strategies and ideas were formed (including methodologies applied).
- e) Key performance indicators to monitor progress

(Maximum 300 words)

2. *Execution of innovation initiative*

- a) Outline how the initiative was implemented.
- b) Outline any challenges overcome, insights and/or learnings that led to successful implementation (note: learning from challenges and failures is a key principle innovation).
- c) Outline the most important factors that led to the success of the initiative/s.



Double Tree by Hilton

- d) Describe how your team (organisation) contributed to the outcome. How did the team and/or stakeholders collaborate (or co-create)?

(Maximum 250 words)

3. Outcomes:

- a) Provide measurable outcomes that demonstrate the success of the initiative.
- b) Provide any available data that supports the outcome (for example, customer, financial, operational or market performance).

This could include (but is not limited to) increased customer satisfaction, changes in customer behaviour, increased sales/uptake, increased loyalty or engagement or increased brand exposure.

- c) Describe any commercial, social or environmental benefits achieved.
- d) Describe any results may bring value to your organisation, and/or the industry as a whole.
- e) Outline the key learnings for the team and/or organisation (for example, how it has changed how you see or do things).

Judging Process

Accommodation providers will be judged on the written submission and supporting documents provided.

Hotel Bar of the Year

Bar Ambience and Facilities

For this set of criteria judges will assess the bar's décor and design characteristics and determine whether the music and entertainment offer is appropriate for the time of day and intended target market. They will pay attention to cleanliness and hygiene in the preparation and service of drinks and ensure appropriate signage is present, for example, legal notices regarding restrictions to service of underage and intoxicated guests. Judges will also consider whether relative, appropriate and innovative in-house marketing techniques are used to engage the customer; ensure bar furniture suits a range of customers (couches and bar stools) and is in good condition with no rips or tears.

They will also determine whether the bar environment is conducive to long and comfortable stay; consider the general cleanliness of bar surfaces and tables; the cleanliness and hygiene of toilets, including directional signage detailing their location.

Bar Staff

Judges will determine whether bar staff are welcoming and engaging; whether they demonstrate initiative to preempt customer needs (for example, suggestion and timing of offering next drinks); assess their beverage knowledge and willingness to engage in suggestive and/or up-selling, and whether they offer an appropriate parting salutation.

Beverages

Environmental Sustainability

Summary Score

Regional Accommodation of the Year

Reservations and Front Desk

Front Desk Services

In House Operator Services

Hotel Facilities

Guest Room

Bathroom Facilities

Housekeeping Services

Breakfast

Summary Score

Resort Style Accommodation of the Year

Breakfast

Hotel Bar

Guest Room

Bathroom Facilities

Housekeeping Services

Guest Services

Judges will assess the quality of information and advice received on local attractions; staff knowledge of local tourist attractions and current events; how quickly they revert back with answers to queries, and the quality of collateral and tour promotion material.

Grounds

Judges will consider the quality of lawns and plantings – including upkeep, wedding and trimming; presence of special features - water features, statues, signature trees and lighting, and condition of equipment – play equipment and/or pools in good condition, clean and ready for use.

Superior Accommodation Hotel of the Year

Reservations and Front Desk

Front Desk Services

In House Operator Services

Hotel Facilities

Guest Room

Bathroom Facilities

Housekeeping Services

Breakfast

Judge's Overall Experience

Deluxe Accommodation Hotel of the Year

Reservations and Front Desk

In House Operator Services

Front Desk Services

Concierge Services

Judges will determine whether concierge staff speak to the guest in an enthusiastic and courteous manner; whether staff grooming is appropriate and uniforms are in good condition; ask questions to determine staff knowledge of local attractions and current events; assess how quickly they revert back with answers to queries in a timely manner; collect and distribute luggage in a timely manner and consider ease of access, cost and proximity to guest parking.

Hotel Facilities

For deluxe accommodation properties these questions, in addition to the standard judging criteria regarding hotel facilities, will include a determination from judges as to the impressive (relative to other entrants) décor and design characteristics of the hotel, including quality of in-house plants or flower arrangements; quality and range of hotel facilities, including pool, spa, tennis court, gym and kids play areas; the variety of food and beverages outlets across the hotel, and the option for guests to use online or mobile check in services.

Breakfast

Guest Room

Bathroom Facilities

Housekeeping Services

An assessment of housekeeping services for deluxe accommodation properties also includes observations specific to the hotel's turndown services – including quality of bed turn down; whether towels have been hung and refreshed and complimentary gifts or water have been offered; whether different pillow options are available; whether lights have been dimmed and mood music has been set, and the availability of laundry, dry cleaning, clothes pressing and/or shoe shine service.

Judge's Overall Experience

Employee Categories

Judging Process

All employee-specific award categories will be judged by review of the employee's résumé, coupled with an interview process. Optional extras for inclusion, at the time of entry with the employee's résumé include accompanying documents such as guest comments, references, articles and/or certificates.

The cost of entry for these Award categories is \$120 (inc. GST)

Concierge of the Year

Judging Criteria

- Been employed for no less than six months prior to nomination.
- Be nominated by his/her employer.
- Résumé (including current role), qualifications, training courses attended, awards gained.
- Personal presentation.
- Personality.
- Outstanding achievements - work or community related.
- How the employee displayed excellence in his/her role.
- Evidence of individual's commitment to environmental sustainability and best practice evident in the way they undertake their role within the hotel.

National Awards

Winner eligible to enter the 2020 AHA National Awards representing their hotel in the Front of House Employee of the Year category – Accommodation Division category.

Engineer and Maintenance Employee of the Year

Judging Criteria

- Been employed for no less than six months prior to nomination.
- Be nominated by his/her employer.
- Résumé (including current role), qualifications, training courses attended, awards gained.
- Personal presentation.
- Personality.
- Outstanding achievements - work or community related.
- How the employee displayed excellence in his/her role.
- Evidence of individual's commitment to environmental sustainability and best practice evident in the way they undertake their role within the hotel.

National Awards

The 2020 TAA (Vic) winner of this Award will be eligible to enter the 2020 AHA National Awards representing TAA (Vic) in the Employee Excellence in Service – Accommodation Division category.

Food and Beverage Services Employee of the Year

(Waiter, Maitre'd, Food Attendants, Kitchen staff, Restaurant/Banquet staff, Food and Beverage Manager)

Judging Criteria

- Been employed for no less than six months prior to nomination.
- Be nominated by his/her employer.
- Résumé (including current role), qualifications, training courses attended, awards gained.
- Personal presentation.
- Personality.
- Outstanding achievements - work or community related.
- How the employee displayed excellence in his/her role.
- Evidence of individual's commitment to environmental sustainability and best practice evident in the way they undertake their role within the hotel.

National Awards

The 2020 TAA (Vic) winner of this Award will be eligible to enter the 2020 AHA National Awards representing TAA (Vic) in the Front Of House Employee of the Year – Accommodation Division or Chef of the Year categories.

Front Office Services Employee of the Year

(Human Resources, Finance, Purchasing, Reception, Porter, Steward, Reservations, Front of House Manager)

Judging Criteria

- Been employed for no less than six months prior to nomination.
- Be nominated by his/her employer.
- Résumé (including current role), qualifications, training courses attended, awards gained.
- Personal presentation.
- Personality.
- Outstanding achievements - work or community related.
- How the employee displayed excellence in his/her role.
- Evidence of individual's commitment to environmental sustainability and best practice evident in the way they undertake their role within the hotel.

National Awards

The 2020 TAA (Vic) winner of this Award will be eligible to enter the 2020 AHA National Awards representing TAA (Vic) in the Front of House Employee of the Year – Accommodation Division category.

Hotel Industry Rising Star

Judging Criteria

- Be nominated by his/her employer.
- Have been employed for no less than six months prior to nomination.
- Be 26 years of age or younger on the date of submission/ nomination. Proof of age, via listing of date of birth on résumé, is required.
- Résumé (including current role), qualifications, training courses attended, awards gained.

Royal Mail Hotel Dunkeld

- Be employed in a TAA (Vic) member hotel in a management position.
- Knowledge of, expertise and involvement in the accommodation sector, with evidence of future career aspiration in the industry.
- Hotel related education, training and self-development.
- Recognition the nominee has received from the hotel/industry.
- Training courses the nominee has undertaken or intending to take to further his/her career.
- Outline how the nominee has illustrated his or her commitment to the industry and their value to your hotel, above and beyond the requirements of their job description.
- General knowledge.
- Personality and presentation.
- Quality of answers posed to questions asked by the judging panel.
- Personal presentation standards.

National Awards

The 2020 winner of this Award will be eligible to enter the AHA National Awards representing their property in the Hotel Industry Rising Star category.

Housekeeper Employee of the Year

Judging Criteria

- Been employed for no less than six months prior to nomination.
- Be nominated by his/her employer.
- Résumé (including current role), qualifications, training courses attended, awards gained.
- Personal presentation.
- Personality.
- Outstanding achievements - work or community related.
- How the employee displayed excellence in his/her role.
- Evidence of individual's commitment to environmental sustainability and best practice evident in the way they undertake their role within the hotel.

National Awards

The 2020 TAA (Vic) winner of this Award will be eligible to enter the 2020 AHA National Awards representing TAA (Vic) in the Employee Excellence in Service category – Accommodation Division category.

Sales and Marketing Employee of the Year

Judging Criteria

- Been employed for no less than six months prior to nomination.
- Be nominated by his/her employer.
- Résumé (including current role), qualifications, training courses attended, awards gained.
- Personal presentation.
- Personality.
- Outstanding achievements - work or community related.
- How the employee displayed excellence in his/her role.
- Evidence of individual's commitment to environmental sustainability and best practice evident in the way they undertake their role within the hotel.

National Awards

The 2020 TAA (Vic) winner of this Award will be eligible to enter the 2020 AHA National Awards representing TAA (Vic) in the Employee Excellence in Service – Accommodation Division category.

Revenue Management Employee of the Year

(Revenue Managers, Reservations, Operations, Rooms Division, Executive Assistant Managers)

This category will be judged on a written submission, in the form of a bullet point summary of the nominee's achievements relating to successful revenue management over the past two calendar years. This submission should be **no more than 800 words** plus supporting documents and pictures, where relevant.

A copy of the nominee's résumé is also required.

Important: The following questions and criteria should be addressed in the written submission:

Questions and Judging Criteria.

Question 1

Key components of the revenue management role include the need to share knowledge relating to areas of pricing, inventory and channel management, information technology, forecasting, human resources and consumer.

- a) Provide evidence of research and planning to achieve your property's Revenue Management Strategy in the short, medium and long term.

Question 2

- a) What have you done to improve your knowledge and performance as a revenue manager in the last year?
- b) What activities have you undertaken to remain familiar with market trends and their impact on your hotel operation – for example attendance at the TAA (Vic) Hotel Market Update and Economic Outlook forum?

Question 3 *(please note all reference to financial results will be held with the strictest of confidence and can be provided in percentage growth and indices)*

- a) Provide evidence of the financial results in market share growth for the period 2017-2020 (for example, as measured by STR Global performance or other statistics such as channel distribution).
- b) Demonstrate how you have integrated a total revenue management approach and awareness across the hotel, for example, in areas such as front office and food and beverage operations.

Question 4

- a) In your opinion, how will the role of 'Revenue Manager' change over the next 3-5 years? Include what you see as main drivers of these changes.

Eligibility

This category is open to all current TAA (Vic) financial members.

Judging Criteria

- Be nominated by his/her employer.
- Have been employed for no less than six months prior to nomination.
- Include a copy of the nominee's résumé, reflecting their current role, relevant qualifications and training courses and any awards or other recognition gained.

Judging Process

The nominee's written submission and résumé will be assessed by a suitably qualified industry judge.

National Awards

The 2020 TAA (Vic) winner of this Award will be eligible to enter the 2020 AHA National Awards representing TAA (Vic) in the Employee Excellence in Service – Accommodation Division category.

Chef of the Year

Judging Criteria

- Been employed for no less than six months prior to nomination.
- Be nominated by his/her employer.
- Résumé (including current role), qualifications, training courses attended, awards gained.
- Self-presentation, personality and professional attitude.
- Demonstrated knowledge, expertise, interest, involvement and ambitions in the hotel industry.
- Examples of Hotel education, formal and informal learning and development.
- Employee portfolio (e.g. photographs, personal job-related awards, depth and breadth of experience etc).
- Contribution back to the community or industry.
- Diversity in work history and experience.

National Awards

The 2020 TAA (Vic) winner of this Award will be eligible to enter the 2020 AHA National Awards representing their property in the Chef of the Year category.

Back of House Employee of the Year

(Human Resources, Finance, Purchasing, Security, Steward, Back of House Manager)

To qualify for nomination the employee must be:

- Employed for no less than six months prior to nomination.
- Nominated by his/her employer.
- Available for face to face interview.

Requirements and criteria for judging

- Résumé, including current role, qualifications, training courses attended and awards gained.
- Outstanding achievements - work or community related.
- Evidence of how the employee has displayed excellence in his/her role.
- Personal presentation and personality through the interview process will also be taken into account.

National Awards

The 2020 TAA (Vic) winner of this Award will be eligible to enter the AHA National Awards representing their property in the Employee Excellence in Service – Accommodation Division category.



For more information regarding the 2020 TAA (Vic) Accommodation Awards for Excellence event please contact us:

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