

recognising brilliance

NOMINATION INFORMATION BOOK

NOMINATIONS CLOSE: WEDNESDAY 31 MAY, 2023
NOMINATE & PURCHASE DINNER TICKETS ONLINE | AHAAWARDSNSW.COM.AU

important dates

WEDNESDAY, 31 MAY 2023

Nominations, written submissions and payments due

FRIDAY, 15 SEPTEMBER 2023

Finalists announced

WEDNESDAY, 1 NOVEMBER 2023

AHA NSW Awards for Excellence Presentation Ceremony

PRESENTATION CEREMONY

WHERE WINX Stand, Royal Randwick Racecourse

WHEN Wednesday 1 November, 2023

TIME 1pm

DRESS Daytime cocktail

TICKETS

Purchase online at www.ahaawardsnsw.com.au

ENQUIRIES

Marketing and Events Team

P (02) 9281 6922

E awards@ahansw.com.au





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- 10. Best Regional Local
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- 12. Best Bush Pub
- 13. Best Outdoor Experience (including rooftop bars)
- 14. Best Late-Night Venue
- 15. Best Sporting Entertainment Venue
- 16. Best Wagering Venue
- 17. Best Retail Liquor Outlet
- 18. Best Draught Beer Quality
- 19. Best Wine List
- 20. Best Cocktail List
- 21. Best Gaming Venue
- 22. Best Marketing Activity
- 23. Best Unique Bar Experience (Including small, cocktail, lounge or themed bars)

- 24. Best Innovative Refurbishment
- 25. Best Redevelopment
- 26. Best Traditional Pub Accommodation (under \$130)
- 27. Best Deluxe Pub Accommodation (\$130 and over)
- 28. Best Steak
- 29. Best Parmi
- 30. Best Steak Sandwich
- 31. Best Burger
- 32. Best Cheap Eat Meal (under \$15)
- 33. Best Regional Casual Dining (Northern / Southern / Western)
- 34. Best Metropolitan Casual Dining (CBD & Eastern / Northern / Southern / Western)
- 35. Best Restaurant
- 36. Industry Rising Star
- 37. Employee Excellence in Service
- 38. Chef of the Year
- 39. Individual Hotel Operator of the Year
- 40. Group Hotel Operator of the Year
- 41. Hotel of the Year
- 42. People's Choice Award
- 43. Entry Details and Requirements

how to enter

NOMINATE

Nomination and payment must be completed online via the AHA NSW awards website (www.ahaawardsnsw.com.au). Select the category(s) you wish to enter by Wednesday 31 May, 2023. Payment or receipt of payment must accompany the entry.

You can also purchase tickets to the awards presentation ceremony at the same time.

VENUE PHOTOGRAPHS

You must provide a minimum of eight (8) images of your venue, a mixture of both interior and exterior shots. Images must be high resolution and provided with the entry via the AHA NSW awards website. Failure to provide these images may result in your entry not being valid.

If you have marketing videos or content, please email to awards@ahansw.com.au.

These images will be used throughout the presentation ceremony and may be used by the AHA NSW in their future marketing material. No images will be returned.

WRITTEN SUBMISSIONS

Entrants are advised to read the criteria and guidelines closely to ensure that all relevant information is supplied to the judges in the submission. Entrants should ensure that information is current and relates to the qualifying period (1 January 2022 - Wednesday 31 May 2023). You must submit a new entry each year. The use of submissions from previous years will not be accepted.

See page 45 for written submission requirements.

JUDGING

Venues and people will be judged any time after receipt of your nomination. You will not be advised as to when judges will visit premises. The visit, combined with written submissions (if applicable) will form the basis of judging. Ensure success by examining the criteria listed under each category.

regional/metropolitan boundaries

HOTELS ARE CLASSIFIED AS REGIONAL OR METROPOLITAN BASED ON THE FOLLOWING CLASSIFICATIONS.

If further clarification is required on any of the award categories or classification of geographical locations, please contact the AHA NSW marketing and events team on (02) 9281 6922 or awards@ahansw.com.au

REGIONAL

WESTERN REGIONAL (Central/Western)

- Barrier
- Near West and Blue Mountains (Areas west of Nepean River)
- Canobolas
- Chifley
- Lachlan
- Mudgee
- Orana
- Outback

NORTHERN REGIONAL

- Castlereagh/Barwon
- Central Coast
- Clarence River
- Far North Coast
- Hastings/Manning
- Mid-North Coast
- Newcastle
- New England
- Tamworth and District
- Upper Hunter Valley

SOUTHERN REGIONAL

- Albury and District
- Far South Coast
- Goulburn and District
- Illawarra
- Macarthur and Southern Highlands (West of Nepean River and South of where M5 intersects Nepean River)
- Murray Riverina
- Snowy Mountains
- South Coast
- South Western Slopes
- Wagga and District

METROPOLITAN

WESTERN METROPOLITAN

- Blacktown and District
- Leichardt-Glebe
- Near West and Blue Mountains (East of Nepean River)
- Parramatta
- Western Suburbs

NORTHERN METROPOLITAN

- Manly Warringah
- North Sydney

SOUTHERN METROPOLITAN

- Bankstown
- Fairfield-Liverpool
- Macarthur (East of Nepean River and North of where M5 intersects Nepean River)
- St. George/Sutherland
- South Sydney

CBD & EASTERN METROPOLITAN

- East Central
- Eastern Suburbs
- City Central
- Newtown

award categories

EXPERIENCE AWARDS

- Best Family Friendly
- 2. Best Live Music Venue
- 3. Heart of the Community
- 4. Disability Inclusion and Access Award
- 5. Best Regional Local
- 6. Best Metropolitan Local
- 7. Best Bush Pub
- 8. Best Outdoor Experience (including rooftop bars)
- 9. Best Late-Night Venue
- 10. Best Sporting Entertainment Venue
- 11. Best Wagering Venue
- 12. Best Retail Liquor Outlet
- 13. Best Draught Beer Quality
- 14. Best Wine List
- 15. Best Cocktail List
- 16. Best Regional Gaming Venue
- 17. Best Metropolitan Gaming Venue
- 18. Best Marketing Activity
- Best Unique Bar Experience (Including small, cocktail, lounge or themed bars)

PROPERTY AWARDS

- 20. Best Innovative Refurbishment
- 21. Best Regional Redevelopment
- 22. Best Metropolitan Redevelopment
- 23. Best Traditional Pub Accommodation (under \$130)
- Best Deluxe Pub Accommodation (\$130 and over) 24.

FOOD AWARDS

- Best Steak
- 26. Best Parmi
- Best Steak Sandwich
- Best Burger
- Best Cheap Eat Meal (under \$15)
- Best Regional Casual Dining (Northern / Southern / Western)
- 31. Best Metropolitan Casual Dining (CBD & Eastern / Northern / Southern / Western)
- Best Restaurant

PEOPLE AWARDS

- Industry Rising Star
- 34. Employee Excellence in Service
- 35. Regional Chef of the Year
- Metropolitan Chef of the Year

OVERALL HOTEL AWARDS -NOMINATIONS ARE NOT REQUIRED

- Individual Hotel Operator of the Year
- Group Hotel Operator of the Year
- 39. Regional Hotel of the Year
- 40. Metropolitan Hotel of the Year
- 41. People's Choice Award

1 best family friendly

JUDGING (100% ANONYMOUS SITE INSPECTION)

JUDGING FUNDS REQUIRED - Funds for two adults to have a main meal, and two children to have a kid's meal each must be provided to cover the cost of judging.

OVERVIEW

Venues entering this category should provide dining and entertainment facilities for the whole family.

GENERAL CRITERIA

- Décor and design characteristics
- · Condition of furniture, fittings and electrical
- Popularity of the establishment

BAR CRITERIA

- Professionalism and outstanding customer service
- Staff neat, clean attired and well groomed
- Bar presentation to be of the highest standard
- Availability of a selection of food
- Comfortable and positive experience for customers
- Beverage experience and offerings (presentation, accuracy, appearance, variety and quality)
- Hygiene and cleanliness

EXPERIENCE CRITERIA

- Ambience audio visual, lighting, music
- Staff friendliness and knowledge
- Knowledge and implementation of Responsible Serving of Alcohol
- Efficiency of operations throughout the experience

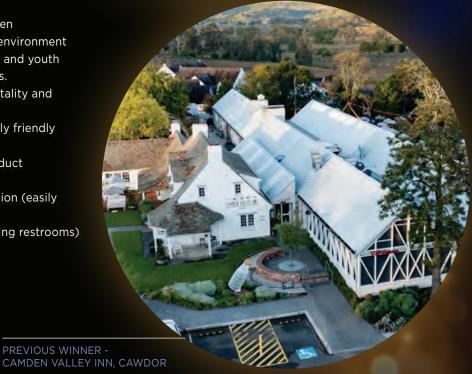
MARKETING CRITERIA

- In-house promotions on offer
- Website ease of search, use and finding information
- Social Media presence
- Range of promotional products and activities

FAMILY FRIENDLY CRITERIA

- Evidence of a variety of activities and equipment (highchairs, games or play room, kids' corner, covered play areas)
- Offer of family friendly entertainment (activities at tables, colouring in, special events (jumping castle, face painting, petting zoo)
- Offer of services to suit all ages of children
- Provision of a safe and non-threatening environment
- Variety and quality of dishes for children and youth including healthy and dietary alternatives.
- Welcoming environment for family hospitality and interaction
- Popularity of venue and known as a family friendly venue
- Excellent customer service and staff product knowledge
- Staff presentation and quality of interaction (easily identifiable i.e., uniform or name tag)
- Hygiene and cleanliness (all areas including restrooms)





awards

02 best live music venue



JUDGING (100% ANONYMOUS SITE INSPECTION)

OVERVIEW

This category is best suited to licensed venues offering live performed entertainment including bands, solo artists, concerts, and performances. However, please note that the majority of points in this category are awarded to live music performances. To be eligible for this category, the venue must offer live shows or performances on a regular basis and provide a list of events with days, times, and dates that the venue best operates as a live music venue.

GENERAL CRITERIA

- Décor and design characteristics
- Condition of furniture, fittings and electrical
- · Popularity of the establishment

BAR CRITERIA

- Professionalism and outstanding customer service
- Staff neat, clean attired and well groomed
- Bar presentation to be of the highest standard
- Availability of a selection of food
- Comfortable and positive experience for customers
- Beverage experience and offerings (presentation, accuracy, appearance, variety, and quality)
- Hygiene and cleanliness

ENTERTAINMENT CRITERIA

- Knowledge and promotion of performances/acts
- Telephone technique
- Quality of lighting, sound, stage, and dance floor facilities
- Offering of live entertainment on a regular basis throughout the year
- Support of artists performing original material
- Popularity of venue and suitability of acts aligned to local market
- Variety and amount of entertainment on offer
- Pricing relevant to local market, quality of the venue and live music performances

MARKETING CRITERIA

- In-house promotions on offer
- Website ease of search, use and finding information
- Social Media presence
- Range of promotional products and activities

LIVE MUSIC EXPERIENCE

- Ambience audio visual, lighting, music
- Staff friendliness and knowledge
- Knowledge and implementation of RSA
- Efficiency of operations throughout the experience
- Design/layout of the venue
- Pricing relevant to local market, quality of the venue and live music performances
- Technology related to purchasing of tickets if cover charge is applicable (ease of booking etc)
- Quality of in-house audio-visual production
- Crowd control techniques, safety, and security
- Effective promotion of live music venue through advertising and marketing (in-house, website, print, digital, social media)
- Promotional material/posters up to date within venue
- Active promotion of upcoming events via social media and other channels

PREVIOUS WINNERS - BEACH HOTEL, BYRON BAY & HUNTLEE TAVERN, BRANXTON





O3 heart of the community

awards

2023

JUDGING (100% WRITTEN SUBMISSION)

OVERVIEW

This category can be entered by a venue, a group of venues, or team that can prove a long and strong commitment to the local community.

WRITTEN SUBMISSION CRITERIA

Evidence of the following:

- Entities active participation and support of community groups and activities
- Promotion of the industry to local community and groups
- The extent to which all involved embraced community involvement
- Financial assistance to the community
- Participation in community life
- PR profile in the local community achieved through community work
- Appreciation from the community i.e. (letters or certificates)
- Demonstration of how the community service fits with overall corporate objectives
- Communication to the public i.e. (social media, media, political, awareness, campaigns, events etc)
- Demonstrates the profile that was achieved through community work i.e. (correspondence to local newspapers, Members of Parliament, local councils etc)
- Funds collected for the community i.e. (amount raised)

PREVIOUS WINNERS - COOGEE BAY HOTEL & REDCAPE HOTEL GROUP



REDCAPE HOTEL GROUP

od disability inclusion and access award



JUDGING (WRITTEN SUBMISSION + REMOTE ASSESSMENT)

CRITERIA FOR ENTRY:

This category is open to all venues that demonstrate accessible dining and social practice in their pubs and hotels that lead to inclusive experiences for people of all abilities, including wheelchair users, blind or low vision, deaf or loss of hearing and mental health. The judging criteria focus is on the hospitality experience itself and best attempts for inclusivity rather than the provision of additional measures, installations or bricks and mortar (ramps etc) being required. Click here to download the information pack and judging criteria. The written submission should address the essential elements as listed on PAGE 45 plus the following:

CATEGORY SPECIFIC QUESTIONS

PUB FACILITIES

- Is accessible parking available at the pub?
- In the entrance, foyer and pathways throughout the restaurant, are there impeding items such as plants or flower arrangements or other objects (impeding pathways, entrance areas or lobby area)
- Is the entrance to the pub wheelchair accessible?
- Is the accessibility of the pub environment easy to navigate?
- Is the height of the bar accessible?
- Is marketing and advertising of the venue accessible (online, TV, print)?
- Are there mediums that cater for a broad range of people?
- Are the pubs facilities such as gaming, outdoor space, ATM machine, pool table or dart board accessible?

BOOKING AND RESERVATIONS

- Is the venue's website or phone number easily accessible for bookings?
- Does the reservation process allow guests to request any access needs, i.e. does the pub have wheelchair access, is there a quieter space available to dine?

PUB OR RESTAURANT SERVICES

- Are staff trained to assist guests with their access requirements?
- Are staff trained to assist guests who have low vision or are blind?
- Are staff trained to communicate with people with a disability?

BATHROOMS

- Is there an accessible bathroom? Is it functional and safe to use?
- Are bathroom amenities such as paper towel, soap, bin accessible?
- Are there incontinence or personal hygiene units available?

FOOD SERVICES

- Are staff trained to ask about any access needs when meals are ordered?
- · Are menus easily accessible for guests with special needs?

HOTEL SAFETY

- Upon arrival are staff trained to explain emergency processes for guests with special needs? Particularly if the pub has a lift?
- Is there safety and evacuation information available in accessible formats?

REMOTE ASSESSMENT

Judges will also assess all the relevant criteria remotely by delivering the following:

- A comprehensive review of the nominee's website for accessible information and booking processes.
- Two (2) booking enquiry phone calls to the hotel where a consultant with lived experience of disability will ask a series of booking and accessibility related questions. This will be conducted by people with varying access requirements.
- An email to the hotel with specific accessibility questions for a potential visit from someone with disability.

05 best regional local

JUDGING (100% ANONYMOUS SITE INSPECTION)

OVERVIEW

This category is best suited to venues with a dedicated area in the hotel focused on a strong local bar trade. Venues must be situated in a regional location, see page 4 for boundaries.

GENERAL CRITERIA

- Décor and design characteristics
- Condition of furniture, fittings and electrical
- Popularity of the establishment
- Community and local trade focus
- Entertainment on offer (background music, live entertainment, promotions, and events e.g., Trivia night)
- Local community engagement and activities
- Rewards/loyalty program for locals

BAR CRITERIA

- Professionalism and outstanding customer service
- Staff neat, clean attired and well groomed
- Bar presentation to be of the highest standard
- · Availability of a selection of food
- Comfortable and positive experience for customers
- Beverage experience and offerings (presentation, accuracy, appearance, variety, and quality)
- Hygiene and cleanliness

EXPERIENCE CRITERIA

- Ambience audio visual, lighting, music
- Staff friendliness and knowledge
- Knowledge and implementation of RSA
- Efficiency of operations throughout the experience

MARKETING CRITERIA

- In-house promotions on offer
- Website ease of search, use and finding information
- Engagement with locals and community through social media



06 best metropolitan local



JUDGING (100% ANONYMOUS SITE INSPECTION)

OVERVIEW

This category is best suited to venues with a dedicated area in the hotel focused on a strong local bar trade.

Venues must be situated in a metropolitan location, see page 4 for boundaries.

GENERAL CRITERIA

- Décor and design characteristics
- · Condition of furniture, fittings and electrical
- Popularity of the establishment
- Community and local trade focus
- Entertainment on offer (background music, live entertainment, promotions, and events e.g., Trivia night)
- Local community engagement and activities
- Rewards/loyalty program for locals

BAR CRITERIA

- Professionalism and outstanding customer service
- Staff neat, clean attired and well groomed
- Bar presentation to be of the highest standard
- Availability of a selection of food

EXPERIENCE CRITERIA

- Ambience audio visual, lighting, music
- Staff friendliness and knowledge
- Knowledge and implementation of RSA
- Efficiency of operations throughout the experience

MARKETING CRITERIA

- In-house promotions on offer
- Website ease of search, use and finding information
- · Engagement with locals and community through social media



07 best bush pub

JUDGING (100% WRITTEN SUBMISSION)

OVERVIEW

This category recognises regionally remote and smaller stand-alone pubs which are located in isolated bush settings. Pubs will typically be independently operated and located away from major population centres. Hotels located in coastal towns, on offshore islands are also eligible to enter this category.

Size does not matter. Entrants need not have all the facilities of a larger pub (i.e., restaurant dining, accommodation, bottle shop and or gaming) to be a winner. This award is about doing the very best with what you have and promoting the hotel as the heart of your community, whilst at the same time operating a sustainable business.



- Must be over 50km away from nearest township
- Town must have a population of no more than 1000 residents (town not shire)

WRITTEN SUBMISSION CRITERIA

Evidence of the following:

- Community involvement what role does the hotel play in its community other than a great watering hole?
- Overall amenity what facilities does this hotel offer i.e. (food, beverages, entertainment, accommodation and/or unique attractions)
- Overcoming adversity how does the hotel overcome its commercial and geographical disadvantages when it comes to prices, staffing, infrastructure, promotional opportunities etc
- History is the hotel operation important to the history of the region?
- Why your hotel should be considered the best bush pub in New South Wales?
- What makes this hotel unique/appealing and why should patrons visit the hotel?
- Food and beverage offerings at the hotel (copy of food menu and beverages available)
- Photo evidence of the following:
 - · Hotel internally and externally
 - Main Bar area
 - Hotel engaged in local community events
 - Significant points of difference (memorabilia, location shots)







OB best outdoor experience

awards

(including rooftop bars)

JUDGING (100% ANONYMOUS SITE INSPECTION)

OVERVIEW

This category recognises a hotel's outdoor space; rooftops, beer gardens, outdoor terraces, decks, and courtyards are all eligible to enter.

GENERAL CRITERIA

- Décor and design characteristics
- Condition of furniture, fittings and electrical
- · Popularity of the establishment

BAR CRITERIA

- Professionalism and outstanding customer service
- Staff neat, clean attired and well groomed
- Bar presentation to be of the highest standard
- Availability of a selection of food
- Comfortable and positive experience for customers
- Beverage experience and offerings (presentation, accuracy, appearance, variety, and quality)
- Hygiene and cleanliness

EXPERIENCE CRITERIA

- Ambience audio visual, lighting, music
- Staff friendliness and knowledge
- Knowledge and implementation of RSA
- Efficiency of operations throughout the experience

MARKETING CRITERIA

- In-house promotions on offer
- Website ease of search, use and finding information

• Engagement on social media

OUTDOOR EXPERIENCE CRITERIA

- External and internal approach of venue and outdoor space
- Variety and quality of furniture styles are relevant to outdoor area and integration with rest of hotel
- Facility complies with tobacco legislations
- Styled to accommodate patrons who wish to smoke
- · Visible and clear signage (directional, smoking, and non-smoking areas, bar, restrooms)
- Suitability of all weather conditions, including adequate heating and cooling facilities, shade, and rain cover
- Proximity to service areas and amenities (bar, food, restrooms)
- Adequate safety and security
- Staff presentation and quality of interaction (easily identifiable e.g.: uniform or name tag)
- Hygiene and cleanliness (adequate disposal of smoking litter, glassware, rubbish, and restrooms)





PREVIOUS WINNER -HOTEL BRUNSWICK, BRUNSWICK HEADS

09 best late-night venue

awards

FOR EXCELLENCE
2 0 2 3

JUDGING (100% ANONYMOUS SITE INSPECTION)

OVERVIEW

This category is open to any venue that offers late night entertainment, in the form of live music, acts, DJ's, dance. Venues must attract a late-night trade on a weekly, regular basis and promote days, times and dates that the venues is at its best.

GENERAL CRITERIA

- Décor and design characteristics
- Condition of furniture, fittings and electrical
- Popularity of the establishment

BAR CRITERIA

- Professionalism and outstanding customer service
- Staff neat, clean attired and well groomed
- · Bar presentation to be of the highest standard
- · Availability of a selection of food
- Comfortable and positive experience for customers
- Beverage experience and offerings (presentation, accuracy, appearance, variety, and quality)
- Hygiene and cleanliness

ENTERTAINMENT CRITERIA

- Knowledge and promotion of performances/acts
- Telephone technique
- Quality of lighting, sound, stage, and dance floor facilities
- Variety of entertainment on offer

MARKETING CRITERIA

- In-house promotions on offer
- Website ease of search, use and finding information
- Social Media presence
- Promotional material/posters up to date and relevant within venue
- Active promotion of upcoming events via social media and other channels

LATE NIGHT EXPERIENCE CRITERIA

- Ambience audio visual, lighting, music
- Staff friendliness and knowledge
- Knowledge and implementation of RSA
- Efficiency of operations throughout the experience
- Design/layout of the venue which creates a unique atmosphere
- Technology related to purchasing of tickets if cover charge is applicable (ease of booking etc)
- Quality of in-house audio-visual production (PA system, sound stage, lighting and dance floor facilities)
- Is it evident the venue provides a late-night experience on a regular basis
- · Quality of entertainment that was observed
- Popularity of venue and suitability to clientele, relevant to the night of the week attended
- Pricing relevant to local market, quality of the venue (i.e., ambience, service, drink prices, hospitality, cleanliness)
- Possesses adequate crowd control techniques, safety, and security





PREVIOUS WINNER - THE MARLBOROUGH HOTEL, NEWTOWN

10 best sporting entertainment venue

JUDGING (100% ANONYMOUS SITE INSPECTION)

OVERVIEW

This category is for venues that focus heavily on sporting events through telecast, promotion and in-venue atmosphere.

GENERAL CRITERIA

- Décor and design characteristics
- Condition of furniture, fittings and electrical
- Popularity of the establishment
- Local community engagement and activities
- Rewards/loyalty program for members

BAR CRITERIA

- Professionalism and outstanding customer service
- Staff neat, clean attired and well groomed
- Bar presentation to be of the highest standard
- · Availability of a selection of food
- Comfortable and positive experience for customers
- Beverage experience and offerings (presentation, accuracy, appearance, variety and quality)
- Hygiene and cleanliness

EXPERIENCE CRITERIA

- · Staff friendliness and knowledge
- · Knowledge and implementation of RSA
- Efficiency of operations throughout the experience

MARKETING CRITERIA

- In-house promotions on offer
- Website ease of search, use and finding information
- Engagement with locals and community through social media
- Marketing and promotion of entertainment as a reason to visit the venue

SPORTING ENTERTAINMENT CRITERIA

- Quality and frequency of sporting entertainment provided
- Live sport being shown throughout the whole hotel
- Ambience, lighting, in sporting theme
- Integration of sporting vision throughout the venue
- Relationships with sporting clubs, displays of sporting memorabilia onsite
- Relativity of customer activations and events for major sporting events in regards to the patronage and location of the venue i.e Melbourne Cup, Superbowl, NRL, State of Origin etc.
- Betting facilities on offer







11 best wagering venue



JUDGING (100% ANONYMOUS SITE INSPECTION)

OVERVIEW

This category is open to any venue that has a strong focus on racing and sports wagering.

GENERAL CRITERIA

- Décor and design characteristics
- · Condition of furniture, fittings and electrical
- Vision accessibility from any seat in the wagering area
- Popularity of wagering area and venue

CUSTOMER ENGAGEMENT

- Tipping competitions
- Punters Clubs (size, frequency, etc)
- Customer loyalty programs for wagering zone
- Utilisation of the wagering zone throughout the week to maximise patronage e.g., other entertainment

MARKETING

- Engaging customer experiences or promotional concepts for major racing & sports events. i.e Melbourne Cup, The Everest, Superbowl, etc, relative to the patronage and location of the venue
- Website ease of search, use and finding information
- Engagement with locals and community
- Marketing and promotion of racing as a reason to visit the venue, with scalability of space to maximise peak trading periods

SPORTS / RACING ENVIRONMENT

- Focused areas for sports and racing, with commitment to sound and big vision
- Innovative vision, sound and ambience solutions to creating a destination for punters
- Big vision, information services to provide deeper analysis of racing & sports



12 best retail liquor outlet

JUDGING (100% ANONYMOUS SITE INSPECTION)

OVERVIEW

To be eligible to enter this category, entrants must have a drive-in or walk-through bottle shop or, a combination of both.

GENERAL CRITERIA

- External and internal approach of the venue
- Popularity of the establishment
- Design characteristics
- Beverage experience and offerings (presentation, accuracy, appearance, variety, and quality)
- Hygiene and cleanliness
- Telephone technique

EXPERIENCE CRITERIA

- Professionalism and outstanding customer service
- Staff neat, clean attired and well groomed
- Ambience
- Staff friendliness and knowledge
- Knowledge and implementation of Responsible Serving of Alcohol
- Efficiency of operations throughout the experience

MARKETING CRITERIA

- In-house promotions on offer
- Website ease of search, use and finding information
- Social Media presence
- Range of promotional products and activities

RETAIL LIQUOR OUTLET CRITERIA

- Ease of entry and exit (car parking, disabled access)
- Condition and overall appearance of the outlet
- Signage
- Design, layout, and presentation of the bottle shop and or drive-in
- Ease of navigation through the bottle shop
- Extensive product range that which is relevant to local market (if applicable) i.e. (local, interstate, imported, low alcohol, non-alcoholic beverages)
- Creative promotional/specials displays
- Promotion of the outlet (marketing and advertising)
- Excellent customer service and staff product knowledge
- Staff presentation and quality of interaction (easily identifiable i.e., uniform or name tag)
- Hygiene and cleanliness of the venue (fridges well stocked, glass clean, labels facing towards front)





PREVIOUS WINNER - THE PRINCE OF MEREWETHER, MEREWETHER

2023

13 best draught beer quality

awards

FOR EXCELLENCE
2 0 2 3

JUDGING (50% ANONYMOUS SITE INSPECTION + 50% ASSESSMENT OF BACK OF HOUSE AREAS AND COOLROOM)

OVERVIEW

A time will be allocated by the judges to view the back of house elements of the below criteria. To be eligible to enter this category venues MUST comply with AS5034 (installation and use of inert gases for beverage dispensing).

GENERAL CRITERIA

- Beverage experience and offerings (presentation, accuracy, appearance, variety, and quality)
- Hygiene and cleanliness
- Telephone technique

CELLAR, KEG ROOM AND BEER SYSTEM CLEANLINESS AND MANAGEMENT CRITERIA

- Cellar/Keg room and beer system cleanliness and management
- Cool room cleanliness
- Keg coupler, cellar boy, beer lines and tap cleanliness/ functionality
- Keg freshness, stock rotation, stored correctly

GLASS CLEANLINESS

- · Glass management
- Glass cleanliness
- Glass washer cleanliness and correct chemicals

BEER PRESENTATION CRITERIA

- Pouring technique
- In glass appearance
- In glass temperature
- · Appropriate head on beer
- True to taste (taste, aroma, texture)
- Ability to pour a diverse range of beers
- Knowledgeable of correct beer-pouring technique
- Handling of glassware



14 best wine list

JUDGING (75% ANONYMOUS SITE INSPECTION + 25% WINE LIST ASSESSMENT)

OVERVIEW

A copy of your current wine list must be submitted along with your nomination.

GENERAL CRITERIA

- Décor and design characteristics
- Condition of furniture, fittings and electrical
- · Popularity of the establishment

BAR CRITERIA

- Professionalism and outstanding customer service
- Staff neat, clean attired and well groomed
- Bar presentation to be of the highest standard
- · Availability of a selection of food
- Comfortable and positive experience for customers
- Beverage experience and offerings (presentation, accuracy, appearance, variety, and quality)
- Hygiene and cleanliness

EXPERIENCE CRITERIA

- Ambience audio visual, lighting, music
- Staff friendliness and knowledge
- Knowledge and implementation of Responsible Serving of Alcohol
- Efficiency of operations throughout the experience
- · Quality and suitability of glassware

WINE LIST CRITERIA

- Staff knowledge of food and wine pairing and product knowledge
- Variety and quality of wines offered
- Original and innovative wine options available, with some mature wines from vintages
- Evidence of matching varieties and regions
- Evidence of domestic and imported wines, as well as region specific and wine styles
- Pricing relevant to local market and the venue
- Suitability to cuisine style and image of the venue
- Wines by the Bottle and Glass available
- Wine list design and format
- Wine list description and presentation
- Appropriate variety of wines by the glass and bottle options
- Layout of menu is clear, concise, and easily navigated







PREVIOUS WINNER - SARINO'S, MULLANE'S HOTEL, NORWEST

15 best cocktail list

JUDGING (75% ANONYMOUS SITE INSPECTION + 25% COCKTAIL LIST ASSESSMENT)

OVERVIEW

This category is open to any venue with a featured cocktail list located within at least one bar. A copy of the current cocktail list must be submitted along with your nomination.

GENERAL CRITERIA

- Décor and design characteristics
- Condition of furniture, fittings and electrical
- Popularity of the establishment

BAR CRITERIA

- Professionalism and outstanding customer service
- Staff neat, clean attired and well groomed
- Bar presentation to be of the highest standard
- · Availability of a selection of food
- Comfortable and positive experience for customers
- Beverage experience and offerings (presentation, accuracy, appearance, variety, and quality)
- Hygiene and cleanliness

EXPERIENCE CRITERIA

- Ambience audio visual, lighting, music
- Staff friendliness and knowledge
- Knowledge and implementation of Responsible Service of Alcohol
- · Efficiency of operations throughout the experience
- Quality and suitability of glassware

COCKTAIL CRITERIA

- Staff knowledge of food and cocktail pairing and product knowledge
- Variety and quality of spirits offered to accompany the cocktail
- Original and innovative cocktail options available
- Evidence of domestic and imported spirits
- Pricing relevant to local market and the venue
- Suitability to style and image of the venue

COCKTAIL LIST ASSESSMENT CRITERIA

- Cocktail list design and format
- · Cocktail list description and presentation
- Innovation of cocktail list
- Appropriate variety of cocktails
- Layout of menu is clear, concise, and easily navigated





PREVIOUS WINNER - PUBLIC HOUSE ALBURY, ALBURY

awards

16 best regional gaming venue 17 best metropolitan gaming venue



JUDGING (100% ANONYMOUS SITE INSPECTION)

OVERVIEW

This category recognises excellence in a gaming room. Judging is based on the overall cleanliness, compliance, service, and experience during an anonymous site inspection.

GENERAL CRITERIA

- Décor and design characteristics
- · Condition of furniture, fittings and electrical
- Popularity of the establishment
- Professionalism and outstanding customer service
- Staff neat, clean attired and well groomed
- Hygiene and cleanliness

EXPERIENCE CRITERIA

- Ambience audio visual, lighting, music
- Staff friendliness and knowledge
- Staff presentation and quality of interaction (visibility within the room)
- Knowledge and implementation of RSA and RCG
- Efficiency of operations throughout the experience (beverage orders, service of machines and payouts)
- Excellent customer service
- Staff knowledge and efficiency of machines, gaming room promotions and venue offerings
- Efficiency of order taking, delivery of beverages, rubbish clearing, maintenance of complimentary food and beverage stations

GAMING ROOM CRITERIA

- Innovation (layout, visual, look and feel)
- Accessibility/efficient machine layout with adequate privacy
- Modern and up to date gaming machines
- Appropriate audio level for machines
- Technology within gaming room
- Popularity of gaming room (patron participation)
- Complimentary facilities (tea, coffee, beverages, snacks)
- Facility complies with tobacco legislations
- Styled to accommodate patrons who wish to smoke
- Technique for holding machines (reserved signs)
- Proximity to service areas and amenities (bar, food, restrooms)
- Hygiene and cleanliness (all areas including gaming room, smoking areas and restrooms)



PREVIOUS WINNER REGIONAL -THE GEM HOTEL, GRIFFITH



PREVIOUS WINNER METROPOLITAN - FAIRFIELD HOTEL, FAIRFIELD

18 best marketing activity



JUDGING (100% WRITTEN SUBMISSION + OBSERVATION OF MARKETING PLATFORMS)

OVERVIEW

This category recognises venue excellence regarding the approach taken to market their venue via several effective forms of marketing and communication. The judges are looking for innovation, relevance, and effectiveness in delivery.

PREVIOUS WINNER -

WRITTEN SUBMISSION CRITERIA

Evidence of the following:

- · Research and planning to achieve marketing strategy
- Marketing activity relevant to size of hotel operation
- Effective website and social platforms and show examples of innovation to drive foot traffic
- Evidence of originality and creativity
- Brand messaging and brand appropriateness
- Consistency in branding
- Quality of promotion collateral
- Provide appropriate URL s to access your website and social media outlets
- Evidence of an increase in popularity as a result of the hotel's marketing efforts over the qualifying period i.e., engagement with audience
- Integration with the venues overarching marketing and communications strategy



19 best unique bar experience (including small, cocktail, lounge or themed bars)



JUDGING (100% ANONYMOUS SITE INSPECTION)

OVERVIEW

This category is for venues which have a bar experience that offers a unique beverage, food, and theme. This could be a themed bar within a venue or as a standalone operation i.e., small bar. pop-up portable bar, craft/boutique beer bar, wine or spirit bar whisky, rum, or gin bar, as well as 'country specific' bars i.e., Irish bar/Mexican cantina, lounge bar, specific etc.

GENERAL CRITERIA

- Décor and design characteristics
- Condition of furniture, fittings and electrical
- Popularity of venue and alignment to local market

BAR CRITERIA

- Professionalism and outstanding customer service
- Staff neat, clean attired and well groomed
- Bar presentation to be of the highest standard
- Availability of a selection of food
- Comfortable and positive experience for customers
- Beverage experience and offerings (presentation, accuracy, appearance, variety, and quality)
- Hygiene and cleanliness

EXPERIENCE CRITERIA

- Ambience audio visual, lighting, music
- Staff friendliness and knowledge
- Knowledge and implementation of Responsible Serving of Alcohol
- Efficiency of operations throughout the experience
- Innovative or unique theming/bar design
- Unique beverage and food offering (specials, themed drinks, food in line with bar theme)
- Variety of beverage products available/value for
- Theming throughout the entire venue/section

MARKETING CRITERIA

- In-house promotions on offer
- Website ease of search, use and finding information
- Social Media presence
- Range of promotional products and activities



PREVIOUS WINNER -SARINO'S, MULLANE'S HOTEL NORWEST

20 best innovative refurbishment



JUDGING (85% ANONYMOUS SITE INSPECTION + 15% WRITTEN SUBMISSION)

OVERVIEW

This category is suggested for hotels that have refurbished an individual space within a venue i.e. (bar, restaurant, outdoor area, or gaming room). If more than 50% of the venue has been renovated, it is required that you enter one of the Best Redeveloped Hotel categories.

To be eligible to enter this category, each criteria item must be addressed within the written submission, and refurbishment must have been completed between 1 January 2022 and 31 May 2023.

WRITTEN SUBMISSION CRITERIA

- Area/s of refurbishment project is finished and was completed between 1 January 2022 and 31 May 2023
- Philosophy behind redevelopment and entrepreneurial vision, i.e., evidence of target market research
- Evidence of architectural innovation, décor, and design features within the refurbishment
- Evidence of refurbishment enhancing the overall standard of the premises
- Popularity and financial gain due to refurbishment
- Refurbishment appropriate to clientele and consistent with the needs of the relevant customer base post development
- Décor and ambience of the refurbished area within the venue
- Environmental and energy saving considerations
- Evidence if outdoor space, of how smokers are accommodated
- Staff efficiency improvements
- Hygiene and cleanliness (all areas including restrooms)

**The judges will provide additional comments on the food and beverage offerings, staffing, general presentation, and appearance of the venue as a whole (if applicable). No point scores will be allocated for these elements.



21 best regional redevelopment22 best metropolitan redevelopment

awards

FOR EXCELLENCE

2023

JUDGING (85% ANONYMOUS SITE INSPECTION + 15% WRITTEN SUBMISSION)

OVERVIEW

This category is for regional venues that have undergone an overall hotel redevelopment or have built a brand-new establishment.

To be eligible to enter this category, the redevelopment/new build must have been completed between 1 January 2022 and 31 May 2023.

WRITTEN SUBMISSION CRITERIA

- Evidence that the redevelopment project is finished and was completed between 1 January 2022 and 31 May 2023.
- Philosophy behind redevelopment and entrepreneurial vision i.e., evidence of target market research
- Evidence of architectural innovation, décor and design features within the redevelopment, refurbishment, or new venue
- Evidence of refurbishment enhancing the overall standard of the premises
- Evidence of improved popularity due to the redevelopment
- Information provided on the total redevelopment of the total dollar value of the entire renovation
- Redevelopment appropriate to clientele and consistent with the needs of the relevant customer base post development
- Ambience of the redeveloped areas within the venue
- Environmental and energy saving considerations
- Staff efficiency improvements

SITE INSPECTION GENERAL CRITERIA

- Décor and design characteristics
- Internal and external approach (signage, car parking and entry and exit facilities)
- Popularity of venue and alignment to local market
- Comfortable and positive experience for customers
- Food and beverage experience and offerings (presentation, accuracy, appearance, variety, and quality)
- Hygiene and cleanliness

SITE INSPECTION EXPERIENCE CRITERIA

- Ambience audio visual, lighting, music
- Staff friendliness and knowledge
- Knowledge and implementation of RSA
- Efficiency of operations throughout the experience





PREVIOUS WINNER REGIONAL HOTEL GOSFORD, GOSFORD

23 best traditional pub accommodation (under \$130)

JUDGING (100% ANONYMOUS SITE INSPECTION)

JUDGING FUNDS REQUIRED - To enter this category, funds for one night's accommodation inclusive of main meals and beverages for two people must be provided to cover the cost of judging.

OVERVIEW

Hotels in this category have rooms situated on top of the pub as part or as part of the existing structure. They may offer shared bathroom facilities and dining and bar facilities must be available to guests onsite.

To be eligible for this category, the room rate on any given night must not exceed \$130. A price check will be conducted to verify the cost of accommodation for a one-night stay.

GENERAL CRITERIA

- Décor and design characteristics
- Condition of furniture, fittings and electrical
- Popularity of the establishment
- Efficiency of operations throughout the experience
- Professionalism and outstanding customer service
- Staff friendliness and knowledge
- Staff neat, clean attired and well groomed
- Bar presentation to be of the highest standard
- Comfortable and positive experience for customers
- Food and beverage experience and offerings (presentation, accuracy, appearance, variety, and quality)

EXPERIENCE CRITERIA

- Ambience audio visual, lighting, music
- Food and beverage experience and offerings: presentation, accuracy, appearance, variety, and quality
- Handling of reservation
- Check-in accuracy of details and requests
- Selection of food and beverage offerings
- Dining on premises available for lunch and dinner
- Popularity of venue and alignment to local market
- Pricing relevant to local market, quality of hotel experience
- Overall experience provided by the hotel
- Hygiene and cleanliness (all areas including restrooms)

ROOM CRITERIA

- Décor, design, ambience, atmosphere, lighting, and comfort
- Quality and appearance of the room (fixtures, fittings, furniture, mattress, pillows, carpet)
- Entertainment (TV, Foxtel, Wi-Fi)
- Facilities (tea and coffee, fridge, mini bar, room service, heating and cooling facilities, storage, workspace, power point access)
- Privacy
- Hygiene and cleanliness (all areas including bathroom)

awards FOR EXCELLENCE 2023



FRONT OF HOUSE/RECEPTION CRITERIA

- Excellent customer service
- Telephone technique
- Staff presentation and quality of interaction (willingness to make recommendations)
- Staff knowledge and efficiency of all hotel offerings (entertainment, dining, tourist attractions)

24 best deluxe pub accommodation (\$130 and over)



2023



JUDGING FUNDS REQUIRED - To enter this category, funds for one night's accommodation inclusive of main meals and beverages for two people must be provided to cover the cost of judging.

OVERVIEW

Hotels in this category will have accommodation as a stand-alone offer or branded as part of the overall hotel as a deluxe experience. Private bathroom facilities, dining and bar facilities must be available to guests onsite.

To be eligible for this category, the room rate on any given night must be at least \$130 or more and reflect a deluxe accommodation product. A price check will be conducted to verify the cost of accommodation for a one-night stay.

GENERAL CRITERIA

- Décor and design characteristics
- · Condition of furniture, fittings and electrical
- Popularity of the establishment
- Efficiency of operations throughout the experience
- · Professionalism and outstanding customer service
- Staff friendliness and knowledge
- Staff neat, clean attired and well groomed
- Bar presentation to be of the highest standard
- Comfortable and positive experience for customers
- Food and beverage experience and offerings (presentation, accuracy, appearance, variety, and quality)
- Room service and breakfast menu offerings (optional)

EXPERIENCE CRITERIA

- · Ambience audio visual, lighting, music
- Food and beverage experience and offerings: presentation, accuracy, appearance, variety, and quality
- Handling of reservation
- · Check-in accuracy of details and requests
- Selection of food and beverage offerings
- Dining on premises available for lunch and dinner
- Popularity of venue and alignment to local market
- Pricing relevant to local market, quality of hotel experience
- Overall experience provided by the hotel
- Hygiene and cleanliness (all areas including restrooms)

ROOM CRITERIA

· Décor, design, ambience, atmosphere, lighting and comfort

PREVIOUS WINNER -

- Quality and appearance of the room (fixtures, fittings, furniture, mattress, pillows, carpet)
- Entertainment (TV, Foxtel, Wi-Fi)
- · Facilities (tea and coffee, fridge, mini bar, room service, heating and cooling facilities, storage, workspace, power point access)
- Privacy and noise
- · Hygiene and cleanliness (all areas including bathroom)

FRONT OF HOUSE/RECEPTION **CRITERIA**

- · Excellent customer service
- Telephone technique
- · Staff presentation and quality of interaction (willingness to make recommendations)
- Staff knowledge and efficiency of all hotel offerings (entertainment, dining, tourist attractions)



25 best steak

awards

FOR EXCELLENCE
2023

JUDGING (100% ANONYMOUS SITE INSPECTION)

JUDGING FUNDS REQUIRED - To enter this category, funds for two people to have a steak main, sides and beverages must be provided to cover the cost of judging.

OVERVIEW

To be eligible in this category a venue should offer at least two different types of steak.

GENERAL CRITERIA

- Décor, design, ambience, atmosphere, lighting, and comfortability
- Quality and appearance of the venue (furniture, table setting, crockery, cutlery, glassware)
- Popularity of venue and alignment to local market
- Hygiene and cleanliness (all areas including restrooms)

FOOD AND BEVERAGE CRITERIA

- Food and beverage experience and offerings (presentation, accuracy, appearance, variety, and quality)
- Pricing relevant to local market, quality of the restaurant and dining experience
- Evidence of specials for food and beverage

SERVICE CRITERIA

- · Excellent customer service
- Staff presentation and quality of interaction (willingness to make recommendations)
- Staff knowledge of all products with the capability of food and wine matching with dishes offered
- Efficiency of order taking, meal delivery, table clearing
- Staff well-groomed
- Service consistent with a restaurant experience

STEAK CRITERIA

- Variety of steak offerings on the menu
- Overall steak elements (presentation, accuracy, appearance, tenderness, variety, quality, temperature, and flavour)
- Serving portion accurate
- Quality of condiments, side dishes, sauces accompanying the steak
- Pricing relevant to local market and quality of the steak experience
- Value for money





PREVIOUS WINNERS THE NELSON HOTEL, BONDI JUNCTION

26 best parmi

awards

FOR EXCELLENCE

2 0 2 3

JUDGING (100% ANONYMOUS SITE INSPECTION)

JUDGING FUNDS REQUIRED - To enter this category, funds for two people to have a Parmi or Schnitzel with toppings, and beverages must be provided to cover the cost of judging.

OVERVIEW

The quintessential Australian pub fare, this category will judge parmigiana, 'parmi', or schnitzels with toppings.

GENERAL CRITERIA

- Décor, design, ambience, atmosphere, lighting, and comfortability
- Quality and appearance of the venue (furniture, table setting, crockery, cutlery, glassware)
- Popularity of venue and alignment to local market
- Pricing relevant to local market, quality of the restaurant and dining experience
- Hygiene and cleanliness (all areas including restrooms)

FOOD AND BEVERAGE CRITERIA

- Food and beverage experience and offerings (presentation, accuracy, appearance, variety, and quality)
- Pricing relevant to local market, quality of the restaurant and dining experience
- Evidence of specials for food and beverage

SERVICE CRITERIA

- · Excellent customer service
- Staff presentation and quality of interaction (willingness to make recommendations)
- Staff knowledge of all products with the capability of food and wine matching with dishes offered
- Efficiency of order taking, meal delivery, table clearing
- Staff well-groomed
- Service consistent with a restaurant experience

PARMI CRITERIA

- Variety of Parmi/Schnitzel offerings on the menu
- Overall elements (presentation, accuracy, appearance, tenderness, variety, quality, temperature, and flavour)
- Serving portion size
- Quality of condiments, side dishes, sauces accompanying the Parmi
- Pricing relevant to local market and quality of the experience
- Value for money





27 best steak sandwich

awards

FOR EXCELLENCE
2023

JUDGING (100% ANONYMOUS SITE INSPECTION)

JUDGING FUNDS REQUIRED - To enter this category, funds for two people to have a steak sandwich as a main meal and beverages must be provided to cover the cost of judging.

OVERVIEW

You must nominate the steak sandwich you wish to be judged, this steak sandwich must be on the current food menu.

GENERAL CRITERIA

- Décor, design, ambience, atmosphere, lighting, and comfortability
- Quality and appearance of the venue (furniture, table setting, crockery, cutlery, glassware)
- Pricing relevant to local market and quality of the steak sandwich and dining experience
- Hygiene and cleanliness (all areas including restrooms)

FOOD AND BEVERAGE CRITERIA

- Food and beverage experience and offerings presentation, accuracy, appearance, variety, and quality)
- Pricing relevant to local market, quality of the restaurant and dining experience
- Evidence of specials for food and beverage

SERVICE CRITERIA

- · Excellent customer service
- Staff presentation and quality of interaction (willingness to make recommendations)
- Staff knowledge of all products
- Efficiency of order taking, meal delivery, table clearing
- Staff well-groomed
- Service consistent with a restaurant experience

STEAK CRITERIA

- Quality of produce and components of the steak sandwich
- Cooked appropriately, tenderness and appearance
- Fillings and seasonings are compatible and fresh with entire sandwich
- Bread/bun texture and compatibility with the meat
- Meat to bun ratio
- Presentation of the sandwich (put together and constructed well)
- · Value for money



PREVIOUS WINNER - THE NAGS HOTEL, ADAMSTOWN

28 best burger



JUDGING (100% ANONYMOUS SITE INSPECTION)

JUDGING FUNDS REQUIRED - To enter this category, funds for two people to have a burger as a main meal and beverages must be provided to cover the cost of judging.

OVERVIEW

You must nominate the burger you wish to be judged; this burger must be on the current food menu.

GENERAL CRITERIA

- Décor, design, ambience, atmosphere, lighting, and comfortability
- Quality and appearance of the venue (furniture, table setting, crockery, cutlery, glassware)
- Popularity of venue and alignment to local market
- Pricing relevant to local market and quality of the burger and dining experience
- Hygiene and cleanliness (all areas including restrooms)

FOOD AND BEVERAGE CRITERIA

- Food and beverage experience and offerings (presentation, accuracy, appearance, variety, and quality)
- Pricing relevant to local market, quality of the restaurant and dining experience
- Evidence of specials for food and beverage

SERVICE CRITERIA

- · Excellent customer service
- Staff presentation and quality of interaction (willingness to make recommendations)
- Staff knowledge of all products
- · Efficiency of order taking, meal delivery, table clearing
- Staff well-groomed
- Service consistent with a restaurant experience

BURGER CRITERIA

- Quality of produce and components of the burger
- Cooked appropriately, tenderness and appearance
- Fillings and seasonings are compatible and fresh with entire burger
- Bread/bun texture and compatibility with the meat
- Meat to bun ratio
- Presentation of the burger (put together and constructed well)
- Value for money



PREVIOUS WINNER THE PRINCE OF MEREWETHER, MEREWETHER

29 best cheap eat meal (under \$15)

awards
FOR EXCELLENCE
2 0 2 3

JUDGING (100% ANONYMOUS SITE INSPECTION)

JUDGING FUNDS REQUIRED - To enter this category, funds for two people to have a meal and beverages must be provided to cover the cost of judging.

OVERVIEW

To be eligible to enter this category, food must be ordered and paid for over the bar, bistro or via at-table ordering platforms (i.e., me&u). Meals may be delivered by staff using table numbers, collected by patron using a buzzer or other methods. It must be clear that this is a casual dining experience and not a restaurant experience.

GENERAL CRITERIA

- Décor, design, ambience, atmosphere, lighting, and comfortability
- Quality and appearance of the venue (furniture, table setting, crockery, cutlery, glassware)
- Popularity of venue and alignment to local market
- Hygiene and cleanliness (all areas including restrooms)
- Promotion and marketing of food specials

FOOD AND BEVERAGE CRITERIA

- Food and beverage experience and offerings (presentation, accuracy, appearance, variety, and quality)
- Pricing relevant to local market, quality of the restaurant and dining experience
- Evidence of daily specials for food and beverage

SERVICE CRITERIA

- Excellent customer service
- Staff presentation and quality of interaction (willingness to make recommendations)
- Staff knowledge of all products
- Efficiency of order taking, meal delivery, table clearing
- Staff well-groomed
- Service consistent with a restaurant experience

CHEAP EAT MEAL CRITERIA

- Integration of specials, promotions and food offerings incorporated into the menus, and evident via signage within the venue
- Menu/food experience and offerings (presentation, accuracy, appearance, variety and quality)
- Value for money



30 best regional casual dining (northern, southern, western)

awards 2023

JUDGING (100% ANONYMOUS SITE INSPECTION)

JUDGING FUNDS REQUIRED - To enter this category, funds for two people to have a main meal, sides and beverages must be provided to cover the cost of judging.

OVERVIEW

For fairness in judging this category it has been split into geographic locations. Venues will be judged against other venues within the same geographic location.

To be eligible for these categories, food must be ordered and paid for over the bar, bistro or via at-table ordering platforms (i.e., me&u). Meals may be delivered by staff using table numbers, collected by patrons using a buzzer or other methods. It must be clear that this is a casual dining experience and not a restaurant experience.

GENERAL CRITERIA

- · Décor, design, ambience, casual atmosphere, and comfortability
- Quality and appearance of the venue (furniture, table setting, crockery, cutlery, glassware, condiments)
- Popularity of venue and alignment to local market
- Hygiene and cleanliness (all areas including) restrooms)
- Promotion and marketing of food specials

FOOD AND BEVERAGE CRITERIA

- Food and beverage experience and offerings (presentation, accuracy, appearance, variety, and quality)
- Pricing relevant to local market, quality of the restaurant and dining experience
- Evidence of daily specials for food and beverage
- Original and innovative wine list with a range of wines served by the glass and bottle

EXPERIENCE CRITERIA

- Excellent customer service
- Staff presentation and quality of interaction (willingness to make recommendations)
- Staff knowledge of venue offerings (food, beverage, entertainment, facilities)
- Efficiency of order taking, meal delivery, table clearing
- Staff well-groomed
- Service is consistent with a casual dining experience

PREVIOUS WINNER NORTHERN WARNERS AT THE BAY. WARNERS BAY



PREVIOUS WINNER SOUTHERN -CAMDEN VALLEY INN. CAWDOR



PREVIOUS WINNER WESTERN ROBIN HOOD HOTEL ORANGE, **ORANGE**

31 best metropolitan casual dining



(cbd & eastern, northern, southern, western)

JUDGING (100% ANONYMOUS SITE INSPECTION)

JUDGING FUNDS REQUIRED - To enter this category, funds for two people to have a main meal, sides and beverages must be provided to cover the cost of judging.

OVERVIEW

For fairness in judging this category it has been split into geographic locations. Venues will be judged against other venues within the same geographic location. To be eligible for these categories, food must be ordered and paid for over the bar, bistro or via at-table ordering platforms (i.e., me&u). Meals may be delivered by staff using table numbers, collected by patrons using a buzzer or other methods. It must be clear that this is a casual dining experience and not a restaurant experience.

GENERAL CRITERIA

- Décor, design, ambience, casual atmosphere, and comfortability
- Quality and appearance of the venue (furniture, table setting, crockery, cutlery, glassware, condiments)
- Popularity of venue and alignment to local market
- Pricing relevant to local market, quality of the restaurant and casual dining experience
- Hygiene and cleanliness (all areas including restrooms)
- Promotion and marketing of specials in relation to casual dining across food and beverage

FOOD AND BEVERAGE CRITERIA

- Menu/food experience and offerings (presentation, accuracy, appearance, variety, and quality)
- Beverage experience and offerings (presentation, accuracy, appearance, variety, and quality)
- Evidence of specials for food and beverage
- Value for money

EXPERIENCE CRITERIA

- Excellent customer service
- Staff presentation and quality of interaction (willingness to make recommendations)
- Staff knowledge of venue offerings (food, beverage, entertainment, facilities)
- Efficiency of order taking, meal delivery, table clearing
- Staff well-groomed
- Service is consistent with a casual dining experience



PREVIOUS WINNER CBD & EASTERN -NEWTOWN HOTEL, NEWTOWN

> PREVIOUS WINNER NORTHERN -FOREST HOTEL, FRENCHS FOREST

PREVIOUS WINNER WESTERN -HUNTERS HILL HOTEL, **HUNTERS HILL**

PREVIOUS WINNER SOUTHERN -OATLEY HOTEL, OATLEY



32 best restaurant

awards

FOR EXCELLENCE
2023

JUDGING (100% ANONYMOUS SITE INSPECTION)

JUDGING FUNDS REQUIRED - To enter this category, funds for two people to have an entrée, main meal, sides, dessert and beverages must be provided to cover the cost of judging.

OVERVIEW

To be eligible to enter this category venues should offer full table service.

GENERAL CRITERIA

- Décor, design, ambience, atmosphere, lighting, and comfortability
- Quality and appearance of the venue (furniture, table setting, crockery, cutlery, glassware)
- Popularity of venue and alignment to local market
- · Pricing relevant to local market, quality of the restaurant and restaurant experience
- Hygiene and cleanliness (all areas including restrooms)
- · Original and innovative wine list with a range of wines served by the glass and bottle
- Innovation and creativity incorporating the overall theme of the restaurant with the food and beverage offerings

FOOD AND BEVERAGE CRITERIA

- Menu/food experience and offerings (presentation, accuracy, appearance, variety, and quality)
- Beverage experience and offerings (presentation, accuracy, appearance, variety, and quality)
- Evidence of specials for food and beverage

EXPERIENCE CRITERIA

- · Excellent customer service
- Staff presentation and quality of interaction (willingness to make recommendations)
- Staff knowledge of all products with the capability of food and wine matching with dishes offered
- Efficiency of order taking, meal delivery, table clearing
- Staff well-groomed
- Service consistent with a restaurant experience



33 industry rising star



JUDGING (50% WRITTEN SUBMISSION + 50% INTERVIEW)

OVERVIEW

This category is designed to recognise a hotel employee (aged 30 years or younger) who has displayed professional excellence within the industry. This individual award is judged on on-going training undertaken by the individual, commitment to the industry, ambition, and career aspirations.

GENERAL CRITERIA

- Employed for no less than six months prior to nomination
- Nominated by their employer
- 30 years of age or younger on the date of submission/ nomination
- Employed in an AHA NSW member pub or hotel in a management position

WRITTEN SUBMISSION CRITERIA

- Proof of age and citizenship or permanent residency
- Curriculum vitae
- Recognitions the nominee has received from the hotel/industry
- Training courses the nominee has undertaken or is intending to take to further their career
- How the nominee has illustrated their commitment to the industry and their value to your hotel, over and above their job description
- Knowledge, experience, interest, involvement, and ambition/career aspirations in the hotel industry
- Hotel education, training and professional development

INTERVIEW CRITERIA

 The nominee must be available to appear for an interview in person or via zoom at a mutually agreed upon time in July-August 2023.

The judges will consider the following evidence in the interview:

- General knowledge
- Personality and presentation standards
- Quality of answers
- Aspirations within the hospitality industry



PREVIOUS WINNER -SHARNI AIRD, VERANDAH BAR, SYDNEY

34 employee excellence in service



NEW JUDGING (50% WRITTEN SUBMISSION + 50% INTERVIEW)

OVERVIEW

This category recognises excellence in a hotel employee from any department within the hotel operation. The employee is considered to always offer outstanding service and is proof that good help is not always so hard to find.

GENERAL CRITERIA

- Employee must meet the following criteria:
- Employed for no less than six months prior to nomination
- Employee must be nominated by their employer

WRITTEN SUBMISSION CRITERIA

Evidence of the following:

- Proof of Citizenship or permanent residency
- Curriculum vitae
- Recognitions the nominee has received from the hotel/industry
- How the nominee has illustrated their commitment to the industry and their value to your hotel, over and above their job description
- Examples of hotel education, formal and informal learning
- Knowledge, experience, interest, involvement, and ambition/ career aspirations in the hotel industry
- Contributions to the community or industry
- Diversity in work history and experience
- Professional attitude
- Recommendation letter from employer or others if available

INTERVIEW CRITERIA

 The nominee must be available to appear for an interview in person or via zoom at a mutually agreed upon time in July-August 2023.

The judges will consider the following evidence in the interview:

- General knowledge
- Personality and presentation standards
- Quality of answers
- · Aspirations within the hospitality industry
- Development of skills throughout the training/ professional development



PREVIOUS WINNER -JON TROUILLET, THE BEUNA VISTA HOTEL, MOSMAN

35 regional chef of the year36 metropolitan chef of the year

awards

FOR EXCELLENCE
2 0 2 3

JUDGING (100% PRACTICAL INTERVIEW)

GENERAL CRITERIA

Employee must meet the following criteria:

- Employed for no less than six months prior to nomination
- Employee must be nominated by their employer

PRACTICAL INTERVIEW CRITERIA

The nominee will be required to attend a practical interview for two hours at a scheduled time at the nominees workplace. Each nominee will be required to cook and present two courses for the judges. One course will be selected by the judge from the hotel's menu and one course of the nominees choice.

The judges will consider the following evidence in the interview:

- Introduction and entrance
- Personal presentation, attire, and grooming
- Elaborate on customer service skills
- Personality (confident, outgoing, focused and disciplined when answering questions)
- Attitude towards accommodating guests' dietary requirements and special requests
- Explanation of outstanding achievement (work and community related)
- Plate presentation, temperature, taste, quality, and attention to detail
- Explanation of the individual's commitment to training and professional skills
- Management of employees ability to manage a team ensuring consistency and
- Evidence of the chef displaying excellence in their role delivery of high-quality offerings
- Quality and innovation of menu, creativity, menu construction
- Evaluation of the two dishes prepared for judges (presentation,
- Evidence of locally sourced products, maintaining sustainability accuracy, appearance, taste, variety, and quality)
- Examples of how the chef has had a positive impact on the success of the business



PREVIOUS WINNER REGIONAL -ANTHONY FULLERTON, THE GEM HOTEL, GRIFFITH



PREVIOUS WINNER METROPOLITAN -NICHOLAS LIGLET, HARBOUR VIEW HOTEL, DAWES POINT

37 individual hotel operator of the year



OVERVIEW

All individual operated hotels that are named finalists in the 2023 AHA NSW Awards for Excellence are eligible to win this award. The winner of this award will be the hotel that provides an excellent overall range of facilities whilst maintaining an overall excellence in service.

JUDGING CRITERIA

Key areas of the hotel will be considered for the overall result, which will be judged on the following basis:

- Retail liquor outlet
- Bar presentation
- Food services
- Customer service
- · Overall presentation of the hotel
- Judges overall impression of the hotel
- Community support
- Involvement in industry activities



38 group hotel operator of the year

awards FOR EXCELLENCE 2023

OVERVIEW

All groups that have entered multiple properties in the 2023 AHA NSW Awards for Excellence are eligible to win this award.

JUDGING CRITERIA

Judges will base their assessment on a range of areas including, but not exclusive to, the following:

- A commitment to excellence in customer service
- An effective approach to recognising staff achievements at a group level
- Ongoing staff training and development programs
- Effective marketing campaigns
- Innovation in group and hotel operations across all areas



PREVIOUS WINNER -FLOWER HOTELS, PORT MACQUARIE

regional hotel of the year metropolitan hotel of the year



OVERVIEW

The winners of these awards will be hotels that provide an excellent overall range of facilities whilst maintaining an overall excellence in service.

JUDGING CRITERIA

Key areas of the hotel will be considered for the overall result, which will be judged on the following basis:

- Retail liquor outlet
- Food services
- · Overall presentation of the hotel
- Community support
- Bar presentation
- Customer service
- Judges overall impression of the hotel
- Involvement in industry activities



41 people's choice award

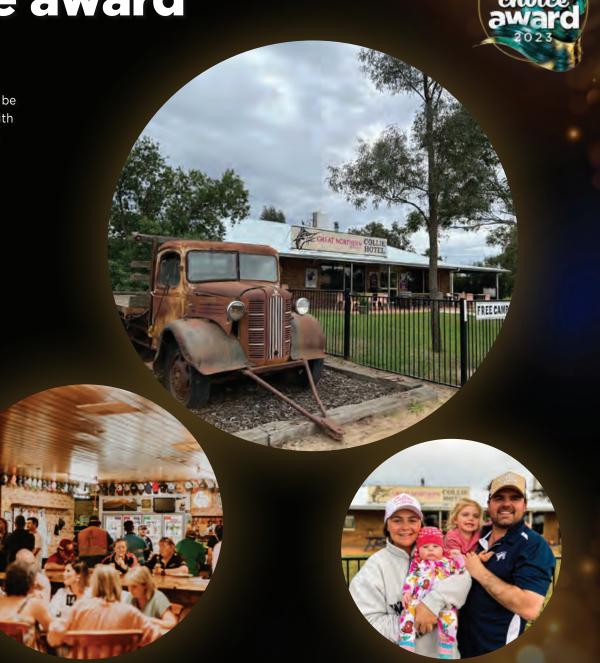
PREVIOUS WINNER - COLLIE HOTEL. COLLIE

OVERVIEW

This award provides an opportunity for your customers to express their recognition for their favourite pub. Hotel patrons throughout the state will be encouraged to vote for their favourite pub, providing the winning venue with the acknowledgment of being named the 2023 AHA NSW People's Choice Award Winner.

JUDGING CRITERIA

- There are no set criteria for this category
- There is no nomination required every AHA NSW member venue is eligible to win this award
- Marketing collateral will be provided to each venue to encourage your patrons to vote for you
- Voting will be executed via a social media campaign
- Prizes to be won for voters



entry details and requirements

MARKETING AND PUBLICITY SUPPORT

All entrants will receive promotional support from AHA NSW. Finalists are presented with certificates and a 'FINALIST' logo and winners are presented with a trophy and a 'WINNER' logo. The logos can be utilised in the hotel's overall marketing and promotional programme. PR along with a social media programme is followed.

WRITTEN SUBMISSIONS

Entrants are advised to read the following criteria and guidelines closely to ensure that all relevant information is supplied to the judges in the submission. Entrants should ensure that information is current and relates to the qualifying period (1 January 2022 - 31 May 2023). You must submit a new entry each year. The use of submissions from previous years will not be accepted. Written submissions must be uploaded online via the AHA NSW awards website (www. ahaawardsnsw.com.au) or emailed to awards@ahansw.com.au.

STYLE GUIDE

The set format of the written submissions should adhere to the following style. The submission must be presented in two parts: the main document, which contains the answers to the criteria questions, and one appendix, which contains your supporting documentation.

These should both be formatted as follows:

COVER

Hotel name and category entered should be clearly marked on the cover page of the submission.

PAGE SIZE

A4 (297mm x 210mm)

FONT

All fonts (questions, answers, captions, and tables) must be no smaller than 12-point size in Times New Roman, Arial or Tahoma.

LAYOUT

Each question/criteria item must be addressed. State the question/criteria then your answer.

PAGES

The overall submission should not exceed 1000 words unless stated.

PHOTOS

The submissions should contain no more than six (6) pictures – 15/20cm (6/8 inches) and MUST include a minimum of eight (8) electronic colour photographs of your establishment, both internal or external and/or of the person for the purpose of reproduction for the 2023 AHA NSW General Division Awards for Excellence and for use in future AHA NSW marketing material. Preferred format is a high-resolution jpeg file at a minimum 300dpi.

COST

No more than \$500 ex GST should be spent on the presentation of your application.

ENTRY FEE

The nomination fee varies between \$50 - \$300 (including GST) per category and dependant on category entered. The price includes entry into your selected category(s). Judges feedback for each category entered can be provided as a summarised report upon request.

GUIDELINES FOR ENTRY

Nomination and payment must be completed online via the AHA NSW awards website (www.ahaawardsnsw.com.au). Payment or receipt of payment must accompany the entry. Written submissions must be completed and forwarded to the AHA NSW offices by the deadline date - Wednesday 31 May 2023.

THE QUALIFYING PERIOD IS 1 JANUARY 2022 - WEDNESDAY 31 MAY 2023.

The criteria for each award is detailed in this booklet and available at www.ahaawardsnsw.com.au.

Please ensure your entry meets the criteria, as entries will not be accepted if the criteria have not been met. Please ensure you check the judging criteria for the categories you are entering so you are 100% aware of how the category will be judged.

Awards are judged by site inspection only, written submissions only or both written submission and site inspection. It is the entrants' responsibility to ensure that correct material and information are supplied with each entry along with the correct photos.

The judge's decision is final, and no communication will be entered into regarding the judges' process or decisions. All information regarding entry and judging is strictly confidential. Finalists will be announced on Friday, 15 September 2023.

The 2023 AHA NSW Awards for Excellence presentation ceremony will be held at WINX Stand, Royal Randwick Racecourse on Wednesday 1 November 2023. To join us for this exciting evening, we recommend booking your tickets online early so you don't miss out www.ahansw.com.au.

JUDGES EVALUATION REPORT

Judges' evaluation reports are available upon request. This report includes valuable information on your hotel's assessment during the judging. The report will outline how your hotel has performed, improvements that could be made and the elements that your hotel excels in. Staff appraisals will be given, which are invaluable in our customer service-based industry, along with suggestions from the judges. Please note, reports can only be distributed after the AHA NSW Awards for Excellence presentation ceremony on Wednesday 1, November 2023.

ELIGIBILTY

The Australian Hotels Association NSW Awards for Excellence is open to all financial members of the AHA NSW General Division who meet the nomination criteria.

partners

PRINCIPAL





DIAMOND













GOLD



PLATINUM

FOXTEL Business









SILVER



























BRONZE











































