



NEW SOUTH WALES

AWARDS
FOR EXCELLENCE
2024

NOMINATION INFORMATION BOOKLET

www.accommodationawardsnsw.org

NEW SOUTH WALES
AWARDS
FOR EXCELLENCE
2024

The NSW Accommodation Awards for Excellence are recognised as the most prestigious hospitality and tourism awards, honouring the achievement of excellence in a diverse range of categories in the accommodation industry.

The Awards for Excellence are open to all members of Accommodation Australia NSW who meet the nomination criteria.

These awards increase public awareness of the accommodation industry throughout the State with winners and finalists supported with an extensive media campaign. Many winners will also be eligible to enter the high profile AHA National Awards in 2024.

The presentation of the Awards for Excellence would not be possible without the support of our partners and we acknowledge their invaluable, ongoing contribution to the industry.



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KEY DATES

The qualifying period is:

1 JANUARY 2023 - 15 MARCH 2024

NOMINATIONS AND DINNER TICKETS OPEN

Tuesday, 6 February 2024

NOMINATIONS AND WRITTEN SUBMISSIONS DUE

Friday, 15 March 2024

FINALISTS ANNOUNCED

Friday, 14 June 2024

PRESENTATION CEREMONY DINNER TICKETS CLOSE

Friday, 5 July 2024

PRESENTATION CEREMONY: THE FULLERTON HOTEL

Thursday, 18 July 2024

AHA NATIONAL AWARDS CEREMONY, BRISBANE

Monday, 25 November 2024

PLAN YOUR TIME

Don't leave it until the last minute. Plan your time and resources to write your submissions.

Decide on the submission team:

- Read the nomination booklet thoroughly
- Who are the knowledge holders?
- Elect a project "champion"
- Should you prepare in-house or outsource?
- Which categories are you going to enter?

OVERVIEW

THE AWARDS FOR EXCELLENCE

Depending on the category, awards are judged by site inspection, written submission, interview and a practical cooking assessment.

It is the entrants' responsibility to ensure that the correct material and information is supplied with each entry along with the correct, high resolution photos.

Entrants who have won awards at the NSW level may then be eligible to nominate for entry into the National Awards. Please note the categories that are applicable for the National Awards are marked with "Eligible for entry into the National Awards".

Where relevant, the hotel nominating will be required to provide vouchers pertaining to the category entered. The full list of judging voucher requirements are outlined on page 18. Please note clearly on the voucher if there are any restrictions (i.e. Monday - Thursday, restaurant operating hours).

Vouchers relevant to the NSW Accommodation Awards for Excellence should not mention or display in any way or make use of the words NSW Accommodation Awards on any part of it. If the voucher does display any such indication of its use your hotel may not be judged.

The judge's decision is final and no communication will be entered into regarding the judging process or decisions. All information regarding entry and judging is strictly confidential, however feedback for individual hotels is available on request.

Finalists will be advised on Friday, 14 June 2024 via email and on our website www.accommodationawardsnsw.org.

If only one submission is received in total for a category, this category will not receive an award. A refund will be provided to the hotel.

THE 2024 NSW ACCOMMODATION AWARDS FOR EXCELLENCE
WILL BE HELD AT THE FULLERTON HOTEL, SYDNEY ON
THURSDAY, 18 JULY 2024.

PROPERTY ACHIEVEMENT AWARDS

OVERVIEW

PROPERTY ACHIEVEMENT AWARDS

- Best Innovation Project (free to enter)
- Outstanding Achievement in Training
- Outstanding Community Contribution
- Best Environmental/Sustainability Practices
- Disability Inclusion and Access Award (free to enter)
- Workplace Health and Wellbeing Property of the Year
- Conference and Events Venue of the Year
- Best Marketing Campaign

Entrants are advised to read the criteria and guidelines closely to ensure that all information is supplied to the judges in the submission. Entrants must ensure that information is current and relates to the qualifying period.

THE QUALIFYING PERIOD IS:

1 JANUARY 2023 - 15 MARCH 2024

WRITTEN SUBMISSION REQUIREMENTS:

TITLE PAGE:

- Name of category entering.
- Hotel name.
- Name and position of person document is prepared by.
- Key Contact details: mobile, email, phone and work address.

FORMAT:

- Font - Arial or Calibri.
- Font Size - 10-12.
- Font colour - Black only.
- Headings - In Bold.
- Table of Contents with Page Numbers.

THE SUBMISSION:

- Answer all questions.
- Stick to 1,500 word limit.
- Include pictures and supporting documents within an appendix.
- Use the category specific criteria as headings that you address throughout the written submission.

WHAT THE JUDGES ARE LOOKING FOR:

- Evidence of a strategic approach.
- Awareness of your marketplace.
- Industry knowledge.
- Measurable goals and outcomes.
- Passion and enthusiasm.
- Well written and presented submission.

HOW TO MAXIMISE YOUR MARKS

- Present your submission like a corporate document.
- List the question as the heading, then provide an answer.
- Use tables where applicable to present figures.
- Include an appendix to support what you have outlined in the submission.

BEST INNOVATION PROJECT

(JUDGING – 100% WRITTEN SUBMISSION)

ENTRY FOR THIS CATEGORY IS FREE

This category will be judged completely on a written submission of no more than 1,500 words, plus accompanying appendix with documents and pictures where relevant.

CRITERIA FOR ENTRY: Should demonstrate a project or initiative that showcases an innovation in the property that has led to the hotel's success either in guest services, recruitment or retention, customer engagement or efficiency.

The written submission should address the essential elements as listed on **PAGE 3** plus the following:

CATEGORY SPECIFIC QUESTIONS

- Description of the project and why it was important for the business.
- How the project concept was initiated and the person/team who had carriage of the project.
- Why the project is considered innovative.
- Did the implementation of the project lead to significant changes in processes or services within the property? Describe the culture of innovation and approaches to instil this.
- How was the success of the project measured? Is the result long term change in the business?
- New service and/or customer experience that is unique to the industry, provides new customer value and/or is a source of competitive advantage.

2023 WINNER
Hotel Etico

OUTSTANDING ACHIEVEMENT IN TRAINING

(JUDGING – 100% WRITTEN SUBMISSION)

*ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS

This category will be judged completely on a written submission of no more than 1,500 words, plus accompanying appendix with documents and pictures where relevant.

CRITERIA FOR ENTRY: Should demonstrate the hotel's commitment to training and human resources.

The written submission should address the essential elements as listed on **PAGE 3** plus the following:

CATEGORY SPECIFIC QUESTIONS

- Contribution to raising professionalism in the industry.
- Responsive to industry needs.
- Retention of staff as a result of the training initiatives (records to be available to judges, if required).
- Internal training, schedules, training manuals etc.
- Access to and support of external training.
- Training budget spent in relation to overall expenditure.
- Support documentation to be provided for all claims.
- Initiatives taken to target skills shortages.
- Number of employees promoted over the qualifying period, including internal promotions, cross training, development plans.



Outstanding Achievement In Training
2023 Winner
Four Seasons Hotel Sydney

3 OUTSTANDING COMMUNITY CONTRIBUTION

(JUDGING – 100% WRITTEN SUBMISSION)

*ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS

This category will be judged completely on a written submission of no more than 1,500 words, plus accompanying appendix with documents and pictures where relevant. This must detail your contributions and support to the community throughout the qualifying period.

CRITERIA FOR ENTRY: Should demonstrate that your hotel plays a strong role in your community.

The written submission should address the essential elements as listed on **PAGE 3** plus the following:

CATEGORY SPECIFIC QUESTIONS

- Active participation and support of community groups and activities.
- Promotion of hotel industry to community groups.
- The extent to which the hotel environment reflects community support.
- The extent to which hotel employees embrace community involvement.
- Support of charitable institutions.
- Profile and public relations achieved through community work.
- How the hotel's community service activity fits with overall corporate objectives, (alignment between community and corporate responsibility).

Outstanding
Community Contribution
2023 Winner
The Fullerton Hotel Sydney



4 BEST ENVIRONMENTAL/ SUSTAINABILITY PRACTICES

(JUDGING – 100% WRITTEN SUBMISSION)

*ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS

This category will be judged completely on a written submission of no more than 1,500 words, plus accompanying appendix with documents and pictures where relevant. Entries are limited to one per property.

CRITERIA FOR ENTRY: Should demonstrate outstanding commitment to environmentally sustainable operations and detail the specific implementations made throughout the qualifying period.

The written submission should address the essential elements as listed on **PAGE 3** plus the following:

CATEGORY SPECIFIC QUESTIONS

- Policies in place at your hotel/resort that support environmental best practice.
- The use of energy saving devices or practices with regard to water, energy and waste.
- The quality of your in-house recycling programmes.
- The existence of environment committees or working groups within the hotel/resort to address environmental issues.
- Nominee understanding and education on the importance of environmental sustainability.
- Any other initiatives that demonstrate environmental sustainability.
- Any accreditation received and/or memberships of sustainability/ environmental organisations.
- All entrants to submit a synopsis of their organisational Sustainability Policy and Procedures as part of the appendix.
- Any other initiatives or innovations that demonstrate sustainable operations.

2023 WINNER
The Star Sydney

5 DISABILITY INCLUSION AND ACCESS AWARD

JUDGING (WRITTEN SUBMISSION + SITE INSPECTION)

*ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS

CRITERIA FOR ENTRY: This category is open to all properties that demonstrate accessible accommodation and travel experiences 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. The written submission should address the essential elements as listed on PAGE 3 plus the following:

CATEGORY SPECIFIC QUESTIONS

PROPERTY FACILITIES

- In the entrance, foyer and pathways throughout the property, are there impeding items such as plants or flower arrangements or other objects (impeding pathways, entrance areas or lobby area).
- Is the height front desk accessible? If not, do the reception staff accommodate guest needs whilst checking in?
- Are the property's additional facilities such as pool, gym, sauna etc accessible?
- Is marketing and advertising of the venue accessible (online, TV, print)?
- Are there mediums that cater for a broad range of people?

BOOKING AND RESERVATIONS

- Does the property's reservation process allow guests to request access needs, e.g. can guests book an accessible room or room near a lift?

STAFF SERVICES

- Are staff trained to assist people with their access requirements?
- Are staff able to assist guests to their room with blindness or low vision?
- Are staff trained to understand different ways to communicate with people with a disability?

BATHROOMS

- Are accessibility room bathrooms functional and safe to use?
- Are bathroom amenities such as towels, shower head, soap shampoo etc accessible?
- Are there incontinence or personal hygiene units available?

FOOD SERVICES

- Does the property offer in-room dining? Is the menu accessible within the room?
- Are staff trained to understand guest access needs when delivering in-room dining?

SAFETY

- Upon check-in, do staff explain emergency management procedures?

- Is the in-room safety and evacuation information available in accessible formats?

JUDGES WILL CONSIDER THE FOLLOWING:

- Staff asking politely if guest needed any assistance.
- Staff encouraging to assist throughout the duration of the stay.
- Staff listening and accommodating the needs of the guest.
- Menus accessible by a screen reader.
- One on one descriptive tour of a room for someone who is blind.
- Website accessibility, and the experience of booking online.
- Layout of the room.

2023 Winner
Rydges Resort
Hunter Valley



WORKPLACE HEALTH AND WELLBEING PROPERTY OF THE YEAR NEW

JUDGING – 100% WRITTEN SUBMISSION)

This category will be judged completely on a written submission of no more than 1,500 words, plus accompanying appendix with documents and pictures where relevant.

CRITERIA FOR ENTRY: Should demonstrate implementation of a wellness programme, enhancing employee health, wellbeing, and productivity through comprehensive support and initiatives.

The written submission should address the essential elements as listed on **PAGE 3** plus the following:

CATEGORY SPECIFIC QUESTIONS

- Strategy in place at your hotel that supports the importance of organisational and workplace wellbeing
- What innovative methods have been implemented to improve health and wellbeing in your workplace?
- Description of health and wellbeing initiatives provided to staff both during induction and employment.
- Evidence of the supporting initiatives developed and implemented
- Evidence of positive employee feedback and commentary if available

Conference and Events Venue of the Year
2023 Winner
The Fullerton Hotel Sydney



CONFERENCE AND EVENTS VENUE OF THE YEAR

(JUDGING – 100% WRITTEN SUBMISSION)

*ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS

This category will be judged completely on a written submission of no more than 1,500 words, plus accompanying appendix with documents and pictures where relevant.

The written submission should address the essential elements as listed on **PAGE 3** plus the following:

CATEGORY SPECIFIC QUESTIONS

- Conference/function room facilities, inclusive range of meeting rooms (capacity), number of breakout rooms and proximity to restrooms.
- Describe specifically your conference/function room facilities including storage and dressing rooms, staging, technical support, theming, dance floor, table settings, staffing etc.
- Evidence of how your conference/function facilities are successfully and professionally marketed.
- Example of comprehensive conference/function package(s) within appendix.
- Food and beverage facilities and menus available within appendix.
- Outline relevant training your staff are given appropriate to functions and events.
- Photographs of the venue within appendix.
- Give examples of successful conferences/events held at your hotel during the qualifying period, outline why these events were produced from a successful team perspective.
- Outline the challenges your hotel faces in meeting and exceeding conference and event client expectations.
- Provide testimonials and feedback.
- Why your hotel should win Conference and Events Venue of the Year.

BEST MARKETING CAMPAIGN

(JUDGING – 100% WRITTEN SUBMISSION)

*ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS

This category will be judged completely on a written submission of no more than 1,500 words, plus accompanying appendix with documents and pictures where relevant.

CRITERIA FOR ENTRY: Demonstration of one previous successful marketing campaign.

The written submission should address the essential elements as listed on **PAGE 3** plus the following:

CATEGORY SPECIFIC QUESTIONS

- Development stage of the marketing campaign.
- Evidence of originality and creativity.
- KPI's (key performance indicators) set for the marketing campaign.
- Quality of research and planning to achieve marketing objectives.
- Media plan and PR activities.
- In-house promotional material/advertising to support the marketing strategy.
- Success and increased popularity within the qualifying period as a result of marketing campaign (i.e. covers, occupancy, foot traffic).
- Return on investment (increased traffic generation, media exposure which all generate increase on the bottom line).
- Consistency of promotional message and brand.
- Quality and relevance of supplied promotional material (videos and or photos).
- Promotional video of the marketing campaign to be supplied (if no video can be supplied, supporting photos will suffice).



Best Innovative Project
2023 Winner:
Hotel Etico



Best Marketing Campaign
2023 Winner:
Oaks Cypress Lakes Resort



Best Environmental/Sustainability
Practices
2023 Winner:
The Star Sydney

PEOPLE AWARDS

OVERVIEW

The following categories are judged firstly by written submission, and then by an interview.

Entries are limited to ONE nomination per venue in each category:

- Engineer of the Year
- Finance Talent of the Year
- IT Talent of the Year
- Revenue / Yield Talent of the Year
- Food and Beverage Talent of the Year
- Conference and Events Talent of the Year
- Marketing and Communications Talent of the Year
- Sales Talent of the Year
- Human Resources Talent of the Year
- Rooms Division Talent of the Year
- Employee Excellence in Service
- Concierge of the Year
- Housekeeper of the Year
- Chef of the Year
- Industry Rising Star
- Executive of the Year

NOTE: Applicants are awarded on their performance with the nominating property, over the qualifying period **1 JANUARY 2023 - 15 MARCH 2024**

WRITTEN SUBMISSION FORMAT:

TITLE PAGE:

- Full nominee name.
- Phonetic pronunciation of full name.
- Name of category entering.
- Hotel name and address.
- Position of nominee.
- Image of nominee.
- Email of nominee.
- Mobile Number.
- Signature of nominee.

FORMAT:

- Font – Arial or Calibri.
- Font Size – 10-12.
- Font Colour – Black only.
- Headings – In Bold.
- Table of Contents with page numbers.

THE SUBMISSION:

- Photo of nominated employee in high resolution jpeg or eps.
- Answer all essential elements as well as category specific questions.

- A professional CV/Resume outlining the nominee's career history including roles and responsibilities. No more than 3 pages.
- Stick to 1,000 word limit.
- Include supporting documents – letters of support or media articles within the appendix. No more than 10 pages
- Include a letter of support from the nominator outlining the nominee's key strengths. Note letter of support is separate to the submission. No more than 1 page.
- Name and position of person document is prepared by.
- Key Contact details: mobile, email, phone and work address.

To guide you on length and format, please refer to the:

PEOPLE AWARD NOMINATION TEMPLATE

ESSENTIAL ELEMENTS

(Points are awarded for each of these areas)

- Title Page.
- A CV or resume, including qualifications, training courses attended, current awards gained from hotel or other source. CVs must be written to professional industry standards (no more than 3 pages).
- Each submission must contain one page letter of support from the nominator (General Manager or Department Head) inclusive of a brief summary of the key strengths of the nominee which make them a worthy winner (ensure the category specific criteria is addressed separately).

CATEGORY SPECIFIC CRITERIA

Please answer the specific criteria as listed under each category. Use the dot points as headings within your submission.

OPTIONAL ELEMENTS

- References/comments from guests and other relevant individuals.
- Media articles if relevant.
- Other (anything you feel will 'sell' you over other submissions).

HOW TO MAXIMISE YOUR MARKS

- Present your submission like a corporate document.
- List the question as the heading, then provide an answer.
- Use tables where applicable to present figures.
- Include an Appendix to support what you have outlined in the submission. No more than 10 pages.

COMMON PITFALLS

- Poor presentation – no cover page.
- Layout – no headings, no images.
- Not answering questions in order listed in nomination booklet.
- Not answering each question separately.

INTERVIEW

HOW TO MAXIMISE YOUR MARKS

- Relax, relax, relax.
- Dress in business attire – (even though the interview will be on zoom!)
- Prepare for the interview by reading through your application and know what your achievements and key strengths are, regardless of who wrote your submission.
- Greet the judges with a smile and introduce yourself – it will help you to relax.
- This is your opportunity to be recognised for your hard work – don't be shy – tell the judges what you have achieved.

- Show passion and enthusiasm in your responses.
- Be yourself, be honest.
- Practice answering questions about yourself in preparation for your interview.
- Take a breath before answering the question or ask the judge to repeat the question to give you more time to think about your response.
- If you get stuck on a question just smile and take a moment, then answer again.
- Remember that this is not a formal job interview. The aim is to get to know you a little better and to find out why you are excelling in your role.

The candidate must be available to appear for an interview via zoom (interview dates are between 29 April - 20 May 2024), with judges and the candidate to be advised in due course of the time and zoom link for the interview.

NOTE: APPLICANTS REQUIRE A MINIMUM OF 6 MONTHS EMPLOYMENT WITH THE NOMINATING PROPERTY.

9 ENGINEER OF THE YEAR

(JUDGING – 50% WRITTEN SUBMISSION / 50% INTERVIEW)

*ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS

This category will be judged by written submission of no more than 1,000 words plus attachments where necessary, and an interview.

The written submission should address the essential elements as listed on **PAGE 9/10** plus the following:

CATEGORY SPECIFIC QUESTIONS

- Outstanding achievements in the nominee's field, profession, work and/or community related.
- Evidence of the nominee's commitment to corporate sustainability best practice (ethics, leadership, personal responsibility and trust) within the property.
- Evidence of outstanding achievement in cost reductions in operations for the property.
- Evidence of implementation of innovative concepts in the past 12 months.

2023 WINNER

Yi Ding, Fairmont Resort Blue Mountains

10 FINANCE TALENT OF THE YEAR

(JUDGING – 50% WRITTEN SUBMISSION / 50% INTERVIEW)

*ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS

This category will be judged by written submission of no more than 1,000 words plus attachments where necessary, and an interview.

The written submission should address the essential elements as listed on **PAGE 9/10** plus the following:

CATEGORY SPECIFIC QUESTIONS

- Outstanding achievements in the nominee's field, profession, work and/or community related.
- Evidence of the nominee's commitment to corporate sustainability best practice (ethics, leadership, personal responsibility and trust) within the property.
- Evidence of outstanding achievement in cost savings/efficiencies for the property.
- Evidence of driving the performance of each department to achieve monthly targets.

2023 WINNER

Sandeep Saini, View Sydney

11 IT TALENT OF THE YEAR

JUDGING – 50% WRITTEN SUBMISSION / 50% INTERVIEW)

*ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS

This category will be judged by written submission of no more than 1,000 words, plus attachments where necessary, and an interview for finalists.

The written submission should address the essential elements as listed on **PAGE 9/10** plus the following:

CATEGORY SPECIFIC QUESTIONS

- Outstanding achievements in the nominee's field, profession, work and/or community related.
- Evidence of the individual's commitment to corporate sustainability best practice (ethics, leadership, personal responsibility and trust) within the property.
- Evidence of outstanding achievement in projects completed on time and on budget (system upgrades, evolutions, paperless environment, security of data, compliance).
- Evidence of IT challenges faced within the past 12 months and solutions implemented.

2023 WINNER

Harmeet Charan, InterContinental Sydney



REVENUE/YIELD TALENT OF THE YEAR

*JUDGING – 50% WRITTEN SUBMISSION /
50% INTERVIEW)*

***ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS**

This category will be judged by written submission of no more than 1,000 words plus attachments where necessary, and an interview.

The written submission should address the essential elements as listed on **PAGE 9/10** plus the following:

CATEGORY SPECIFIC QUESTIONS

- Outstanding achievements in the nominee's field, profession, work and/or community related.
- Evidence of the nominee's commitment to corporate sustainability best practice (ethics, leadership, personal responsibility and trust) within the property.
- Demonstration of how the nominee works closely with colleagues to achieve revenue targets across different departments.
- Evidence of challenges faced in the past 12 months and solutions implemented to reach targets.
- Example of best performing revenue strategy.

2023 WINNER

Oliver John Ruf, Park Hyatt Sydney



FOOD AND BEVERAGE TALENT OF THE YEAR

*(JUDGING – 50% WRITTEN SUBMISSION /
50% INTERVIEW)*

***ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS**

This category will be judged by written submission of no more than 1,000 words plus attachments where necessary, and an interview.

The written submission should address the essential elements as listed on **PAGE 9/10** plus the following:

CATEGORY SPECIFIC QUESTIONS

- Outstanding achievements in the nominee's field, profession, work and/or community related.
- Evidence of the nominee's commitment to corporate sustainability best practice (ethics, leadership, personal responsibility and trust) within the property.
- Demonstration of how the nominee develops connections with guests and colleagues to ensure customer service standards are upheld and smooth operations are in place.
- Evidence of challenges faced in the past 12 months and solutions implemented to reach targets.
- Example of best customer review.

2023 JOINT WINNERS

Catrina Toward, Rydges Sydney Central

Guillem Padros Puig, Crown Towers Sydney



CONFERENCE AND EVENTS TALENT OF THE YEAR

*(JUDGING – 50% WRITTEN SUBMISSION /
50% INTERVIEW)*

***ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS**

This category will be judged by written submission of no more than 1,000 words, plus attachments where necessary, and an interview for finalists.

The written submission should address the essential elements as listed on **PAGE 9/10** plus the following:

CATEGORY SPECIFIC QUESTIONS

- Outstanding achievements in the nominee's field, profession, work and/or community.
- Evidence of the individual's commitment to corporate sustainability best practice (ethics, leadership, personal responsibility and trust) within the property.
- Demonstration of how individual develops connections with guests and colleagues to ensure customer service standards are upheld for all conference and event bookings.
- Evidence of challenges faced in the past 12 months and solutions implemented to deliver seamless conference and events.
- Example of most successful conference or event.

2023 WINNER

Chloe Mitchell, The Star Sydney



MARKETING & COMMUNICATIONS TALENT OF THE YEAR

(JUDGING – 50% WRITTEN SUBMISSION / 50% INTERVIEW)

*ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS

This category will be judged by written submission of no more than 1,000 words, plus attachments where necessary, and an interview for finalists. Entries are limited to one per property.

The written submission should address the essential elements as listed on **PAGE 9/10** plus the following:

CATEGORY SPECIFIC QUESTIONS

- Outstanding achievements in the nominee's field, profession, work and/or community related.
- Evidence of the individual's commitment to corporate sustainability best practice (ethics, leadership, personal responsibility and trust) within the property.
- Demonstration of how the individual ensures brand consistency across all marketing and communications platforms.
- Evidence of a successful marketing and/or communications campaign implemented for the property.

2023 WINNER

Pascale Rocher, Crystalbrook Byron



SALES TALENT OF THE YEAR

(JUDGING – 50% WRITTEN SUBMISSION / 50% INTERVIEW)

*ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS

This category will be judged by written submission of no more than 1,000 words, plus attachments where necessary, and an interview for finalists.

The written submission should address the essential elements as listed on **PAGE 9/10** plus the following:

CATEGORY SPECIFIC QUESTIONS

- Outstanding achievements in the nominee's field, profession, work and/or community related.
- Evidence of the individual's commitment to corporate sustainability best practice (ethics, leadership, personal responsibility and trust) within the property.
- Evidence of achievements in meeting sales targets.
- Evidence of challenges faced in the past 12 months and solutions implemented to meet sales targets.

2023 WINNER

Narae Park, Hilton Sydney



HUMAN RESOURCES TALENT OF THE YEAR

(JUDGING – 50% WRITTEN SUBMISSION / 50% INTERVIEW)

*ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS

This category will be judged by written submission of no more than 1,000 words plus attachments where necessary, and an interview.

The written submission should address the essential elements as listed on **PAGE 9/10** plus the following:

CATEGORY SPECIFIC QUESTIONS

- Outstanding achievements in the nominee's field, profession, work and/or community related.
- Evidence of the nominee's commitment to corporate sustainability best practice (ethics, leadership, personal responsibility and trust) within the property.
- Demonstration of successful implementation of HR practices (retention rates, training, performance management, internal vacancies).
- Evidence of HR challenges faced in the past 12 months and solutions implemented to overcome these.

2023 WINNER

Vanessa Thompson, Crystalbrook Byron

18 ROOMS DIVISION TALENT OF THE YEAR

(JUDGING – 50% WRITTEN SUBMISSION /
50% INTERVIEW)

*ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS

This category will be judged by written submission
of no more than 1,000 words plus attachments
where necessary, and an interview.

The written submission should address the essential
elements as listed on **PAGE 9/10** plus the following:

CATEGORY SPECIFIC QUESTIONS

- Outstanding achievements in the nominee's field,
profession, work and/or community related.
- Evidence of the nominee's commitment to
corporate sustainability best practice (ethics,
leadership, personal responsibility and trust)
within the property.
- Demonstration of successful strategies
implemented to ensure guest satisfaction.
- Evidence of challenges faced in the past 12
months and solutions implemented to overcome
these.

2023 WINNER

Olivia Blackley, Four Seasons Hotel Sydney

19 EMPLOYEE EXCELLENCE IN SERVICE

(JUDGING – 50% WRITTEN SUBMISSION /
50% INTERVIEW)

*ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS

This category will be judged by written submission
of no more than 1,000 words plus attachments
where necessary, and an interview.

The written submission should address the essential
elements as listed on **PAGE 9/10** plus the following:

CATEGORY SPECIFIC QUESTIONS

- Outstanding achievements in the nominee's field,
profession, work and/or community related.
- Evidence of the nominee's commitment to
corporate sustainability best practice (ethics,
leadership, personal responsibility and trust)
within the property.
- Demonstration of successful strategies
implemented to ensure service standards for the
property are upheld.
- An example of an instance where the nominee
has exhibited service above and beyond all
expectations in the accommodation industry.

2023 WINNER

Jayson Coker, Crown Towers Sydney

20 CONCIERGE OF THE YEAR

(JUDGING – 50% WRITTEN SUBMISSION /
50% INTERVIEW)

*ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS

This category will be judged by written submission
of no more than 1,000 words plus attachments
where necessary, and an interview.

The written submission should address the essential
elements as listed on **PAGE 9/10** plus the following:

CATEGORY SPECIFIC QUESTIONS

- Outstanding achievements in the nominee's field,
profession, work and/or community related.
- Evidence of the nominee's commitment to
corporate sustainability best practice (ethics,
leadership, personal responsibility and trust)
within the property.
- Demonstration of successful guest experience
strategies implemented to ensure service
standards for the property are upheld.
- Demonstration of how the nominee collaborates
with key influential tourism suppliers to provide
unparalleled guest experiences.

2023 WINNER

Nathan Brown, Sofitel Sydney Darling Harbour

21 HOUSEKEEPER OF THE YEAR

JUDGING – 50% WRITTEN SUBMISSION / 50% INTERVIEW)

***ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS**

This category will be judged by written submission of no more than 1,000 words plus attachments where necessary, and an interview.

The written submission should address the essential elements as listed on **PAGE 9/10** plus the following:

CATEGORY SPECIFIC QUESTIONS

- Outstanding achievements in the nominee's field, profession, work and/or community related.
- Evidence of the nominee's commitment to corporate sustainability best practice (ethics, leadership, personal responsibility and trust) within the property.
- Demonstration of contribution to property systems and processes to improve efficiencies and cost reductions of housekeeping operations.
- Demonstration of successful strategies implemented to ensure service standards for the property are upheld.

2023 WINNER

Vijay Shah, Rydges World Square

22 CHEF OF THE YEAR

(JUDGING – 20% WRITTEN SUBMISSION / 80% PRACTICAL COOKING AND INTERVIEW)

***ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS**

This category will be judged by written submission of no more than 1,000 words, plus attachments where necessary, and an interview for finalists with a highly regarded industry chef.

As part of the interview process for this category, candidates will be required to participate in a practical cooking element. An industry chef will come to the property and the candidate will then prepare one (1) dish of their choice and one (1) dish selected by the judge on the current restaurant menu. The practical cooking assessment will be required to take place in the nominee's property kitchen followed by a sit down interview with the judge.

The written submission should address the essential elements as listed on **PAGE 9/10** plus the following:

CATEGORY SPECIFIC QUESTIONS

- Please outline the dish and composition of the Chef's choice dish.
- Please attach the full current menu on offer at the property.

2023 WINNER

Martino Pulito, The Star Sydney

23 INDUSTRY RISING STAR

(JUDGING – 50% WRITTEN SUBMISSION / 50% INTERVIEW)

***ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS**

CRITERIA FOR ENTRY: The candidate must be employed for six (6) months or more with the nominating property. The candidate should be within the first five years of their career/field within the hospitality industry.

This category will be judged by written submission of no more than 1,000 words with supporting documentation and an interview for finalists.

The written submission should address the essential elements as listed on **PAGE 9/10** plus the following:

CATEGORY SPECIFIC QUESTIONS

- How the nominee demonstrated excellence in their role, over and above their job description.
- What recognition the nominee has received from the hospitality industry.
- What training courses the nominee has undertaken or is planning to undertake to further their career in the hospitality industry.

2023 WINNER

Dyan Suaco, The Langham, Sydney



EXECUTIVE OF THE YEAR

(JUDGING - 50% WRITTEN SUBMISSION/50% INTERVIEW)

*ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS

CRITERIA FOR ENTRY: Employed for no less than six (6) months prior to nomination in one of the following positions; CEO, Owner, General Manager, Executive Assistant Manager or Operations Manager.

This category will be judged by written submission of no more than 1,000 words with supporting documentation and an interview for finalists.

The written submission should address the essential elements as listed on **PAGE 9/10** plus the following:

CATEGORY SPECIFIC QUESTIONS

- Outstanding achievements - work or community related.
- How the employee displayed excellence in their role.
- Evidence of individuals commitment in leadership and mentoring, commitment to the industry, communication, motivation and people skills.
- Personal presentation and personality through the interview process will also be taken into account.
- Accompanying documents such as guest comments, references, articles and/or certificates.

Hotel Executive of the Year
2023 Winner:
Rob Weeden - The Fullerton Hotel Sydney



Rooms Division Talent of the Year
2023 Winner:
Olivia Blackley,
Four Seasons Hotel Sydney

Employee Excellence In Service
2023 Winner:
Jayson Coker, Crown Towers Sydney



Concierge of the Year
2023 Winner
Nathan Brown, Sofitel Sydney Darling Harbour

Industry Rising Star
2023 Winner
Dyan Suaco, The Langham, Sydney



PROPERTY AWARDS

OVERVIEW

All property award categories (except 'Redeveloped / Refurbished Hotel of the Year') are judged 100% by anonymous site inspections which require voucher funds to be provided to cover the cost of judging. Redeveloped/Refurbished Hotel of the Year will be judged 50% on an anonymous site inspection and 50% on your written submission.

ENTRIES ARE LIMITED TO ONE NOMINATION PER VENUE IN EACH CATEGORY:

- Best Casual Dining Experience
- Restaurant of the Year (Mid Range – Superior Hotels)
- Restaurant of the Year (Deluxe Hotels)
- Bar of the Year (Mid-Range – Superior Hotels)
- Bar of the Year (Deluxe Hotels)
- Best Outdoor Experience (including rooftop bars)
- Best Health Spa & Wellness Experience
- Redeveloped/Refurbished Property of the Year
- Motel of the Year
- Apartment/Suite of the Year
- Mid-Range Hotel of the Year
- Regional Superior Hotel of the Year
- Metropolitan Superior Hotel of the Year
- Regional Deluxe Hotel of the Year
- Metropolitan Deluxe Hotel of the Year

SITE INSPECTION INFORMATION

Ensure all staff are aware that you are entering the awards and that they can expect a judge to visit the property anytime from the 2 April - 14 June 2024.

NOTE: Applicants are awarded on their performance with the nominating property, over the qualifying period (1 January 2023 - 15 March 2024).

HOW TO MAXIMISE YOUR MARKS

Audit yourself against each of the category criteria for example:

- Attention to cleanliness and hygiene.
- Are all your in-house marketing materials and menus well-presented or do they need replacing?
- Do all the lights and other fittings work in each room?
- Does your team promote the property's facilities to guests?
- Are all legal notices clearly displayed?
- Does any furniture/blinds need replacing?
- Do your staff use the guest's name where applicable?

COMMON PITFALLS

- Operator not using guest's name.
- Not promoting property facilities.
- Lack of knowledge of local events or attractions.
- Lack of communication around delays – luggage, room service, meal service.
- Lack of in-house marketing on display throughout the property.
- Delayed delivery of meals.
- Specials not available.
- Lack of staff attentiveness to guests or clearing of tables.
- General cleanliness and presentation of rooms and public areas.

JUDGING FUNDS

Please note: Due to ongoing issues with our judges using property provided vouchers during the judging process, we are not accepting vouchers as a form of payment in the 2024 NSW Accommodation Australia Awards for Excellence.

Some categories require the property to supply additional funds to cover accommodation or meal costs that are associated with judging the property. This allows the judge to comfortably and anonymously make reservations and to enjoy the property to its full extent without being inhibited financially. There is no limit to the value you put on the amount, as we encourage each property to make it an amount that you feel adequately covers what will be judged, as each property will differ in pricing. This can be done through the NSW Accommodation Awards website when entering nominations by selecting 'voucher funds'.

VOUCHER FUND REQUIREMENTS

BEST CASUAL DINING EXPERIENCE

**Voucher funds for two adults to cover 2 courses, beverages and parking must be provided to cover the cost of judging.

RESTAURANT OF THE YEAR (MID RANGE – SUPERIOR HOTELS)

**Voucher funds for two adults to cover 3 courses, beverages and parking must be provided to cover the cost of judging.

RESTAURANT OF THE YEAR (DELUXE HOTELS)

**Voucher funds for two adults to cover 3 courses, beverages and parking must be provided to cover the cost of judging.

BAR OF THE YEAR (MID-RANGE – SUPERIOR HOTELS)

**Voucher funds for two adults to cover drinks and bar snacks must be provided to cover the cost of judging.

BAR OF THE YEAR (DELUXE HOTELS)

**Voucher funds for two adults to cover drinks and bar snacks must be provided to cover the cost of judging.

BEST OUTDOOR EXPERIENCE (INCLUDING ROOFTOP BARS)

**Voucher funds for two adults to cover drinks and bar snacks must be provided to cover the cost of judging.

BEST HEALTH SPA & WELLNESS EXPERIENCE

**Voucher funds for one adult to cover a treatment up to \$250 must be provided to cover the cost of judging.

REDEVELOPED/REFURBISHED PROPERTY OF THE YEAR

**Voucher funds for two adults to cover one night's accommodation (standard room), a room service option to the value of \$100, dinner, beverages and parking must be provided to cover the cost of judging.

MOTEL OF THE YEAR

**Voucher funds for two adults to cover one night's accommodation (standard room), breakfast and parking must be provided to cover the cost of judging.

APARTMENT/SUITE OF THE YEAR

**Voucher funds for two adults to cover one night's accommodation (standard apartment) and parking must be provided to cover the cost of judging.

MID-RANGE HOTEL OF THE YEAR

**Voucher funds for two adults to cover one night's accommodation (standard room), breakfast, dinner, beverages and parking must be provided to cover the cost of judging.

REGIONAL SUPERIOR HOTEL OF THE YEAR

**Voucher Funds for two adults to cover one night's accommodation (standard room), breakfast, dinner, beverages, parking and a room service option to the value of \$100 must be provided to cover the cost of judging.

METROPOLITAN SUPERIOR HOTEL OF THE YEAR

**Voucher Funds for two adults to cover one night's accommodation (standard room), breakfast, dinner, beverages, parking and a room service option to the value of \$100 must be provided to cover the cost of judging.

REGIONAL DELUXE HOTEL OF THE YEAR

**Voucher funds for two adults to cover one night's accommodation (deluxe room), breakfast, dinner, beverages, parking and a room service option to the value of \$100 must be provided to cover the cost of judging.

METROPOLITAN DELUXE HOTEL OF THE YEAR

**Voucher funds for two adults to cover one night's accommodation (deluxe room), breakfast, dinner, beverages, parking and a room service option to the value of \$100 must be provided to cover the cost of judging.



BEST CASUAL DINING EXPERIENCE

NEW

(JUDGING – 100% ANONYMOUS SITE INSPECTION)

***ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS**

****JUDGING FUNDS REQUIRED: FUNDS FOR TWO ADULTS TO COVER 2 COURSES, BEVERAGES AND PARKING MUST BE PROVIDED TO COVER THE COST OF JUDGING.**

CRITERIA FOR ENTRY: This category is open for properties located both within and outside the Sydney metropolitan area.

THE JUDGES WILL BE ASSESSING THE FOLLOWING POINTS:

FOOD

- Value relative to price and quality.
- Presentation, quality and composition of dish.
- Originality, selection and variety, including daily specials.
- Accuracy and presentation of menu.
- Integration of local produce.
- Attractiveness of buffet presentation (if applicable).
- General quality.

BEVERAGES

- Presentation, accuracy of beverage lists.
- Variety of beers, spirits, cocktails, soft drinks and coffees.
- Variety of wines available by the glass.
- Served at the correct temperatures.
- Value for money.

SERVICE

- Presentation of staff and premises.
- Cleanliness of premises.
- Friendly and courteous staff.
- Appropriate and efficient service.

GENERAL

- Measure of popularity.
- Overall cleanliness and hygiene.
- Characteristics – theme, character, decor, design.
- Range of skills displayed by staff.
- Success in market positioning.
- Children's interests catered for inclusive of special meals etc.
- Range of promotional products and activities.
- Ambience: audio visual, lighting, music.

Restaurant of the Year
(Mid-Range – Superior Hotels)
2023 Winner:
The Wintergarden, The Hydro
Majestic Hotel Blue Mountains



Restaurant of the Year
(Deluxe Hotels)
2023 Winner:
Altitude, Shangri-La Sydney

26 RESTAURANT OF THE YEAR (MID-RANGE – SUPERIOR HOTELS)

(JUDGING – 100% ANONYMOUS SITE INSPECTION)

*ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS

****JUDGING FUNDS REQUIRED – FUNDS FOR TWO ADULTS TO COVER 3 COURSES, BEVERAGES AND PARKING MUST BE PROVIDED TO COVER THE COST OF JUDGING.**

CRITERIA FOR ENTRY: This category is open for restaurants within Midscale to Superior Hotels located both within and outside the Sydney metropolitan area.

NOTE: Only internally operated restaurants are eligible to nominate into Restaurant of the year (Mid-range - Superior Hotels).

27 RESTAURANT OF THE YEAR (DELUXE HOTELS)

(JUDGING – 100% ANONYMOUS SITE INSPECTION)

*ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS

****JUDGING FUNDS REQUIRED – FUNDS FOR TWO ADULTS TO COVER 3 COURSES, BEVERAGES AND PARKING MUST BE PROVIDED TO COVER THE COST OF JUDGING.**

CRITERIA FOR ENTRY: This category is open for restaurants within Upper Upscale or Luxury Hotels located both within and outside the Sydney metropolitan area.

NOTE: Only internally operated restaurants are eligible to nominate into Restaurant of the year (Deluxe Hotels).

THE JUDGES WILL BE ASSESSING THE FOLLOWING POINTS FOR BOTH AWARDS:

FOOD

- Value relative to price and quality.
- Presentation, quality and composition of dish.
- Originality, selection and variety, including daily specials.
- Accuracy and presentation of menu.
- Integration of local produce.

BEVERAGES

- Presentation and accuracy of beverage lists.
- Variety of wine, beers, spirits, cocktails, soft drinks and coffees.
- Variety of wines available by the glass.
- Integration of local wines (if applicable).
- Served at the correct temperature.

SERVICE

- Presentation of staff and premises.
- Cleanliness of premises.
- Friendly and courteous staff.
- Appropriate and efficient service.
- Product knowledge (food and wine).

GENERAL

- Measure of popularity.
- Overall cleanliness and hygiene.
- Characteristics – theme, unique, character, decor, design.
- Range of skills displayed by staff.
- Success in relative market positioning.
- Exterior of restaurant.
- Condition of furniture, fittings and electrical.
- Ambience, lighting, background music.
- Quality of table setting (glassware, crockery and cutlery, table linen).

28 BAR OF THE YEAR (MID-RANGE – SUPERIOR HOTELS)

(JUDGING – 100% ANONYMOUS SITE INSPECTION)

*ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS

JUDGING FUNDS REQUIRED: FUNDS FOR TWO ADULTS TO COVER DRINKS AND BAR SNACKS MUST BE PROVIDED TO COVER THE COST OF JUDGING.

CRITERIA FOR ENTRY: This category is open for bars within Midscale to Superior Hotels located both within and outside the Sydney metropolitan area.

THE JUDGES WILL BE ASSESSING THE FOLLOWING POINTS FOR BOTH AWARDS:

- Outstanding customer service.
- Bar presentation to be of the highest standard.
- Presentation of staff.
- Staff knowledge and efficiency.
- Bar décor and ambience.
- Range of beverages available.

Bar of the Year (Mid-Range - Superior Hotels)
2023 Winner
Two Doctors Whiskey Tavern - Fairmont
Resort Blue Mountains



29 BAR OF THE YEAR (DELUXE HOTELS)

(JUDGING – 100% ANONYMOUS SITE INSPECTION)

*ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS

JUDGING FUNDS REQUIRED: FUNDS FOR TWO ADULTS TO COVER DRINKS AND BAR SNACKS MUST BE PROVIDED TO COVER THE COST OF JUDGING.

CRITERIA FOR ENTRY: This category is open for bars within Upper Upscale or Luxury Hotels located both within and outside the Sydney metropolitan area.



Bar of the Year (Deluxe Hotels)
2023 Winner:
Aster - InterContinental Sydney

30 BEST OUTDOOR EXPERIENCE (INCLUDING ROOFTOP BARS)



JUDGING (100% ANONYMOUS SITE INSPECTION)

***ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS**

****JUDGING FUNDS REQUIRED: FUNDS FOR TWO ADULTS TO COVER DRINKS AND BAR SNACKS MUST BE PROVIDED TO COVER THE COST OF JUDGING.**

CRITERIA FOR ENTRY: This category recognises a property's outdoor space; rooftops, outdoor terraces, decks, and courtyards are all eligible to enter.

THE JUDGES WILL BE ASSESSING THE FOLLOWING POINTS:

- 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 the property.
- Ambience – audio visual, lighting, music.
- Facility complies with tobacco legislations.
- Styled to accommodate patrons who wish to smoke.
- Visible and clear signage.
- Suitability of all weather conditions, including adequate heating and cooling facilities, shade, and rain cover.
- Proximity to service areas and amenities.
- Adequate safety and security.
- Hygiene and cleanliness.
- Staff presentation and quality of interaction.
- Staff knowledge and efficiency.
- Bar presentation to be of the highest standard.
- Bar décor and ambience.
- Availability of a selection of food.
- Beverage experience and offerings (presentation, accuracy, appearance, variety, and quality).

31 BEST HEALTH SPA & WELLNESS EXPERIENCE

(JUDGING – 100% ANONYMOUS SITE INSPECTION)

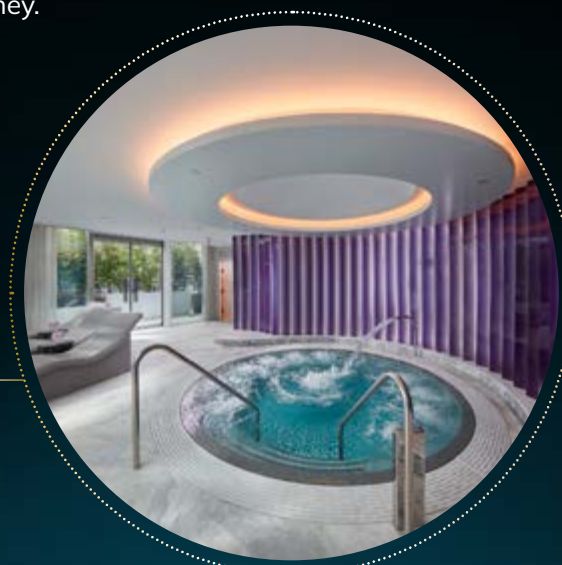
****JUDGING FUNDS REQUIRED: FUNDS FOR ONE ADULT TO COVER A TREATMENT UP TO \$250 MUST BE PROVIDED TO COVER THE COST OF JUDGING.**

CRITERIA FOR ENTRY: To qualify for this category, the property should have operated for minimum of six (6) months at the time of nomination.

THE JUDGES WILL BE ASSESSING THE FOLLOWING POINTS:

- Outstanding customer service.
- Array of services available.
- Quality of service and cleanliness.
- Quality of facilities.
- Décor and ambience.
- Presentation of staff.
- Relative value for money.

Health Club and Spa
Facilities of the Year
2023 Winner:
Crown Spa,
Crown Towers Sydney





REDEVELOPED/REFURBISHED PROPERTY OF THE YEAR

(JUDGING - 50% WRITTEN SUBMISSION / 50% ANONYMOUS SITE INSPECTION)

*ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS

JUDGING FUNDS REQUIRED: FUNDS FOR TWO ADULTS TO COVER ONE NIGHT'S ACCOMMODATION (STANDARD ROOM), ROOM SERVICE TO THE VALUE OF \$100, DINNER, BEVERAGES AND PARKING MUST BE PROVIDED TO COVER THE COST OF JUDGING.

Note: This category is not available for new build properties. New build properties that have operated for a minimum of six (6) months are eligible to enter the relevant property award.

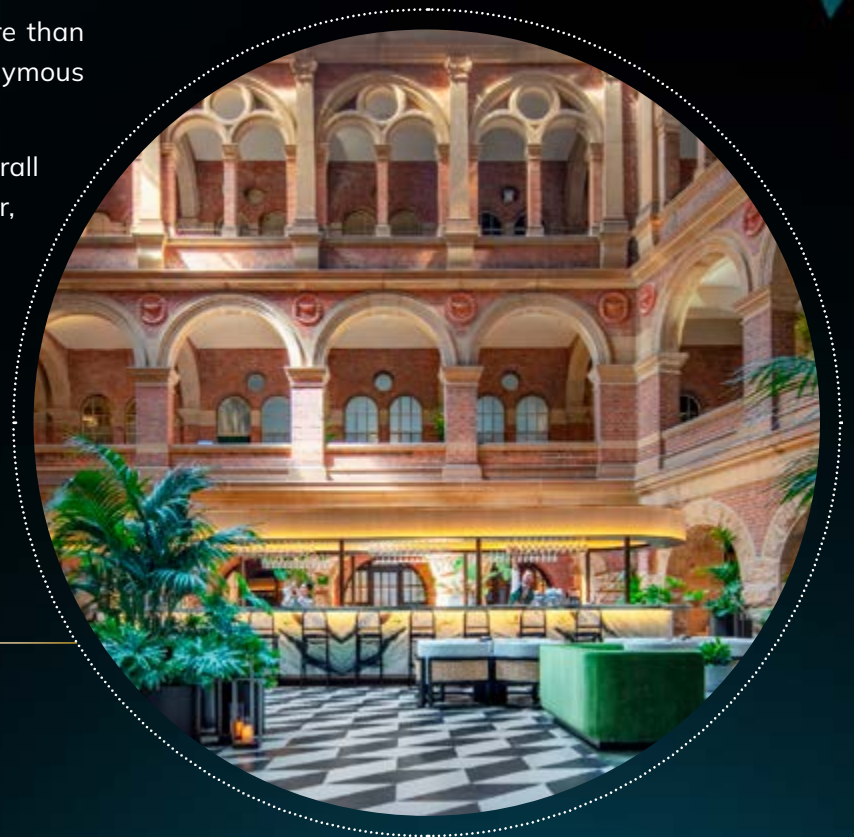
This category will be judged 50% on your written submission (which should include no more than 1,500 words, website referral, photographs and backup documentation) and 50% on an anonymous site inspection.

CRITERIA FOR ENTRY: This category is proposed for a property that has had an overall redevelopment or has opened a newly refurbished venue or area i.e. guest rooms, lobby, bar, restaurant etc.

The refurbishment must have been completed during the qualifying period, 1 January 2023 - 15 March 2024 and operated under refurbished conditions for a minimum of three (3) months.

Please refer to the full requirements and criteria for this category on **PAGE 24**.

Redeveloped/Refurbished Hotel of the Year
2023 Winner:
InterContinental Sydney



REDEVELOPED/REFURBISHED PROPERTY OF THE YEAR

WRITTEN SUBMISSION REQUIREMENTS

TITLE PAGE:

- Name of category entering.
- Property name.
- Name and position of person document is prepared by.
- Key Contact details: mobile, email, phone and work address.

FORMAT:

- Font – Arial or Calibri.
- Font Size – 10-12.
- Font Colour – Black only.
- Headings – In Bold.
- Table of Contents with Page Numbers.
- Answer all questions.
- 1,500 word limit.
- Include pictures and supporting documents within an appendix.
- Use the category specific criteria as headings that you address throughout the written submission.

HOW TO MAXIMISE YOUR MARKS

WRITTEN SUBMISSIONS:

- Present your submission like a corporate document.
- List the question as the heading, then provide an answer.
- Use tables where applicable to present figures.
- Include an Appendix to support what you have outlined in the submission.

THE JUDGES WILL BE ASSESSING THE FOLLOWING POINTS:

- Evidence the redevelopment project was completed during the qualifying period and has operated under refurbished conditions for a minimum of three (3) months.
- 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.
- Evidence of refurbishment enhancing the overall standard of the premises and evidence of significant improvements in customer facilities.
- Increase of visitation.

- Information provided of the total dollar value of the entire renovation. Total cost of investment and ROI (return on investment).
- Refurbishment 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.

ADDITIONAL GENERAL CRITERIA

- Internal and external approach (signage, car parking, and entry and exit).
- Food and beverage offerings (menu, price, quality, presentation).
- Staffing (acknowledgement of patrons, interaction, customer service, presentation, product knowledge).
- General presentation and appearance of the venue as a whole.
- Hygiene and cleanliness (all areas including restrooms and outdoor areas).



MOTEL OF THE YEAR

(JUDGING – 100% ANONYMOUS SITE INSPECTION)

****JUDGING FUNDS REQUIRED: FUNDS FOR TWO ADULTS TO COVER ONE NIGHT'S ACCOMMODATION (STANDARD ROOM), BREAKFAST AND PARKING MUST BE PROVIDED TO COVER THE COST OF JUDGING.**

CRITERIA FOR ENTRY: This category applies to motel style accommodation and have been operating for a minimum of six (6) months at the time of nomination.

THE JUDGES WILL BE ASSESSING THE FOLLOWING POINTS:

- What is it about staying at your property that sets it apart from the rest?
- Motel fit out quality.
- The level and quality of services provided/available to guests.
- The appearance and quality of motel reception.
- The additional benefits you provide to your guests.
- The programmes in place for your regular guests. For example: rewards, meal vouchers.
- Friendliness and efficiency of staff, level of service and anticipation of guest needs.
- Room décor and comfort, condition of fittings.
- Theme, character, atmosphere and activities.
- Quality in food and beverage.
- Breakfast offering
- Corporate facilities, i.e. business centre, conference rooms etc.
- Recreational facilities, pool, gym etc.
- In-house marketing.
- Security and safety.
- Evidence of environmental sustainability best practice throughout the motel.

2023 WINNER

Best Western Plus All Settlers Motor Inn



APARTMENT/SUITE HOTEL OF THE YEAR

(JUDGING – 100% ANONYMOUS SITE INSPECTION)

***ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS**

****JUDGING FUNDS REQUIRED: FUNDS FOR TWO ADULTS TO COVER ONE NIGHT'S ACCOMMODATION (STANDARD APARTMENT) AND PARKING MUST BE PROVIDED TO COVER THE COST OF JUDGING.**

CRITERIA FOR ENTRY: To qualify for this category, the property should offer fully self-contained accommodation and has operated for a minimum of six (6) months at the time of nomination.

THE JUDGES WILL BE ASSESSING THE FOLLOWING POINTS:

- What is it about staying at your property that sets it apart from the rest?
- Apartment/Suite fit out quality.
- Apartment/Suite kitchen, quality of appliances etc.
- Arrival and departure experience.
- The level and quality of services provided/available to guests.
- Presentation of staff; courteous, professional and well groomed.
- The appearance and quality of hotel facilities in both individual accommodation rooms and the overall property. The programmes in place for your regular guests, e.g. rewards, corporate clubs.
- Friendliness and efficiency of staff, level of service and anticipation of guest needs.
- Apartment/suite décor and comfort, condition of fittings.
- Theme, character, atmosphere and activities.
- Apartment/Suite exterior.
- Professionalism and outstanding customer service.
- Security and safety.
- Evidence of environmental sustainability best practice throughout the hotel.

2023 WINNER

SKYE Suites Green Square

35

MID-RANGE HOTEL OF THE YEAR

(JUDGING – 100% ANONYMOUS SITE INSPECTION)

***ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS**

JUDGING FUNDS REQUIRED: FUNDS FOR TWO ADULTS TO COVER ONE NIGHT'S ACCOMMODATION (STANDARD ROOM), BREAKFAST, DINNER, BEVERAGES AND PARKING MUST BE PROVIDED TO COVER THE COST OF JUDGING.

CRITERIA FOR ENTRY: This category applies to Mid-Scale and Upper Mid-Scale accommodation which has operated for a minimum of six (6) months at the time of nomination.

THE JUDGES WILL BE ASSESSING THE FOLLOWING POINTS:

- What is it about staying at your property that sets it apart from the rest?
- The level and quality of services provided/ available to guests.
- The appearance and quality of hotel facilities in both individual accommodation rooms and the overall property.
- How the food and beverage services complement the accommodation experience.
- The additional benefits you provide to your guests, e.g. turn-down service, robes, valet parking.
- Conference and function facilities.
- The programmes in place for your regular guests, e.g. rewards, corporate clubs.
- Friendliness and efficiency of staff, level of service and anticipation of guest needs.
- Room décor and comfort, condition of fittings.
- Theme, character, atmosphere and activities.
- Variety and standard of food and beverage outlets and services, including availability and standard of room service.
- Quality in food and beverage.
- Corporate facilities, i.e. business centre, conference rooms etc.
- Recreational facilities, pool, spa, gym etc.
- In-house marketing.
- Security and safety.

2023 Winner:
Novotel Wollongong Northbeach



36 REGIONAL SUPERIOR HOTEL OF THE YEAR

(JUDGING – 100% ANONYMOUS SITE INSPECTION)

*ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS

****JUDGING FUNDS REQUIRED:** FUNDS FOR TWO ADULTS TO COVER ONE NIGHT'S ACCOMMODATION (STANDARD ROOM), BREAKFAST, DINNER, BEVERAGES, PARKING AND ROOM SERVICE TO THE VALUE OF \$100 MUST BE PROVIDED TO COVER THE COST OF JUDGING.

CRITERIA FOR ENTRY: To qualify for this category the property should be an Upscale hotel outside the Sydney metropolitan area and have operated for a minimum of six (6) months at the time of nomination.

THE JUDGES WILL BE ASSESSING THE FOLLOWING POINTS FOR BOTH AWARDS:

- What is it about staying at your property that sets it apart from the rest?
- The level and quality of services provided/available to guests.
- The appearance and quality of hotel facilities in both individual accommodation rooms and the overall property.
- How the food and beverage services complement the accommodation experience.
- The additional benefits you provide to your guests, e.g. turn-down service, robes, valet parking.
- Conference and function facilities (optional).
- The programmes in place for your regular guests, e.g. rewards, corporate clubs.
- Friendliness and efficiency of staff, level of service and anticipation of guest needs.
- Room décor and comfort, condition of fittings.
- Theme, character, atmosphere and activities.
- Dedication to perfection apparent: discreet but effective.
- Variety and standard of food and beverage outlets and services, including room service.
- Quality in food and beverage.
- Corporate facilities, i.e. business centre, conference rooms, etc.
- Recreational facilities, pool, spa, gym etc.
- Availability and efficiency of concierge services.
- In-house marketing.
- Security and safety.
- Evidence of environmental sustainability best practice throughout the hotel.

37 METROPOLITAN SUPERIOR HOTEL OF THE YEAR

(JUDGING – 100% ANONYMOUS SITE INSPECTION)

*ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS

****JUDGING FUNDS REQUIRED:** FUNDS FOR TWO ADULTS TO COVER ONE NIGHT'S ACCOMMODATION (STANDARD ROOM), BREAKFAST, DINNER, BEVERAGES, PARKING AND ROOM SERVICE TO THE VALUE OF \$100 MUST BE PROVIDED TO COVER THE COST OF JUDGING.

CRITERIA FOR ENTRY: To qualify for this category, the property should be an Upscale hotel within the Sydney metropolitan area and have operated for a minimum of six (6) months at the time of nomination.

Metropolitan Superior
Hotel of the Year
2023 Winner:
The Star Grand Hotel
and Residences Sydney



Regional Superior
Hotel of the Year
2023 Winner:
QT Newcastle



38 REGIONAL DELUXE HOTEL OF THE YEAR

(JUDGING – 100% ANONYMOUS SITE INSPECTION)

*ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS

****JUDGING FUNDS REQUIRED:** FUNDS FOR TWO ADULTS TO COVER ONE NIGHT'S ACCOMMODATION (DELUXE ROOM), BREAKFAST, DINNER, BEVERAGES, PARKING AND ROOM SERVICE TO THE VALUE OF \$100 MUST BE PROVIDED TO COVER THE COST OF JUDGING.

CRITERIA FOR ENTRY: This category is open for Upper Upscale and Luxury hotels located within NSW that have operated for a minimum of six (6) months at the time of nomination.

THE JUDGES WILL BE ASSESSING THE FOLLOWING POINTS FOR BOTH AWARDS:

- What is it about staying at your property that sets it apart from the rest?
- The level and quality of services provided/available to guests.
- The appearance and quality of hotel facilities in both individual accommodation rooms and the overall property.
- How the food and beverage services complement the accommodation experience.
- The additional benefits you provide to your guests, e.g. turn-down service, robes, valet parking.
- Conference and function facilities (optional).
- The programmes in place for your regular guests, e.g. rewards, corporate clubs.
- Friendliness and efficiency of staff, level of service and anticipation of guest needs.
- Dedication to perfection apparent: discreet but effective.
- Room décor and comfort, condition of fittings.
- Theme, character, atmosphere and activities.

39 METROPOLITAN DELUXE HOTEL OF THE YEAR

(JUDGING – 100% ANONYMOUS SITE INSPECTION)

*ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS

****JUDGING FUNDS REQUIRED:** FUNDS FOR TWO ADULTS TO COVER ONE NIGHT'S ACCOMMODATION (DELUXE ROOM), BREAKFAST, DINNER, BEVERAGES, PARKING AND ROOM SERVICE TO THE VALUE OF \$100 MUST BE PROVIDED TO COVER THE COST OF JUDGING.

CRITERIA FOR ENTRY: This category is open for Upper Upscale and Luxury hotels located within NSW that have operated for a minimum of six (6) months at the time of nomination.

- Variety and standard of food and beverage outlets and services, including room service.
- Innovativeness and quality in food and beverage.
- Recreational facilities, pool, spa, gym etc.
- In-house marketing.
- Security and safety.
- Availability and efficiency of concierge services.
- Evidence of environmental sustainability best practice throughout the hotel.

Regional Deluxe
Hotel of the Year
2023 Winner:
Spicers Sangoma Retreat



Metropolitan Deluxe
Hotel of the Year
2023 Winner:
Crown Towers Sydney



40 INDIVIDUAL OPERATOR OF THE YEAR



OVERVIEW

All individual operated properties that are named finalists in the 2024 NSW Accommodation Awards for Excellence are eligible to win this award (no nominations will be taken). The winner of this award will be the individual property 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:

- Accommodation offering.
- Bar presentation.
- Food services.
- Customer service.
- Guests facilities.
- Hygiene and cleanliness.
- Overall presentation of the property.
- Judges overall impression of the property.
- Community support.
- Involvement in industry activities.

41 GROUP OR BRAND OPERATOR OF THE YEAR



OVERVIEW

All groups or brands that have entered in the 2024 NSW Accommodation Awards for Excellence are eligible to win this award (no nominations will be taken).

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 property operations across all areas.
- Community support.
- Involvement in industry activities.
- Accommodation offerings of all properties entered within the group/brand.
- Bar presentation of all properties entered within the group/brand.
- Food services of all properties entered within the group/brand.
- Guests facilities of all properties entered within the group/brand.
- Hygiene and cleanliness of all properties entered within the group/brand.
- Overall presentation of all properties entered within the group/brand.
- Judges overall impression of all properties entered within the group/brand.

HOW TO NOMINATE

ONLINE ENTRY

Nominations are open to all financial members of Accommodation Australia NSW who meet the award criteria. Please nominate and pay online via www.accommodationawardsnsw.org

Deadline for entries is 5pm sharp on **Friday, 15 March 2024**, with accompanying submission, payment receipt and 2-3 high resolution jpeg images of the property and/or person that will be used on the program and screens on the evening.

- Upload all written submissions and/or accompanying documents online by the deadline date.
- Upload a minimum of 2-3 high resolution jpeg images of the hotel and/or person, as well as a logo, to be utilised during the awards ceremony.

BEFORE YOU SUBMIT CHECKLIST

When nominating online please ensure you follow the below steps:

- Have you ticked which category(s) you would like to enter?
- Have you attached your written submission if required?
- Have you uploaded photos in high resolution jpeg format for all categories.
- Have you completed the online nomination process and selected payment method?
- Have you selected voucher funds for any categories that require them and selected payment method?

PAYMENT OPTIONS AND PRICES

Upon selecting your nominations via the website, you will receive an email to confirm your nominations and proceed with payment either online (via credit card) or offline (via EFT). Upon choosing a payment option, you will receive a tax invoice.

If you have already paid for nomination submissions and/or dinner tickets and would like to purchase additional tickets, you can log in to the website and follow the same steps as above.

If paying by cheque, a tax invoice will be issued on receipt of payment by AHA NSW.

ABN 64 243 628 807

Please note credit card payments will incur a surcharge pending the card type.

NOMINATION COST

Entry Fee

Property Achievement and People Awards - \$170 including GST per nomination

Excluding the Best Innovation Project and Disability, Inclusion & Access Award categories - Free to Enter

Property Awards - \$180 including GST per nomination

PRESENTATION CEREMONY

The 2024 NSW Accommodation Awards will be held on Thursday, 18 July 2024 at The Fullerton Hotel, Sydney.

Tickets include a three course meal, beverages, entertainment and entry with food, entertainment and a bar tab at the After Party to be held at Verandah Bar, Sydney.

TICKETS COST

Tables of Ten - \$2800 including GST per table.

Individual Tickets - \$295 including GST per person.

You can purchase dinner tickets through the NSW Accommodation Awards website www.accommodationawardsnsw.org

MARKETING AND PUBLICITY SUPPORT

Finalists will receive a 'FINALIST' certificate and a 'FINALIST' electronic email logo. The winners will be presented with a trophy and a 'WINNER' electronic email logo, all of which can be utilised in the property's overall marketing and promotional programme.

NSW Accommodation Awards will seek to maximise media coverage of the Awards, finalists and winners.

ENQUIRIES

If you have an enquiry related to the Awards for Excellence please refer to the relevant contact details below:

- via email, awards@accommodationaustraliansw.org
- via phone, (02) 9281 6922
- via mail, Attn: Awards - Accommodation Australia NSW, Level 12, Culwulla Chambers, 67 Castlereagh Street, Sydney NSW 2000.

THANK YOU AND WE LOOK FORWARD TO RECEIVING YOUR
NOMINATIONS FOR THE 2024 NSW ACCOMMODATION AWARDS
FOR EXCELLENCE.

OUR PARTNERS

The presentation of the NSW Accommodation Awards for Excellence would not be possible without the support of our partners.

We acknowledge their invaluable, ongoing contribution to the industry.

