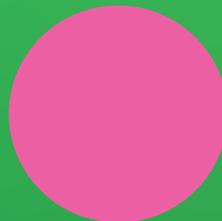
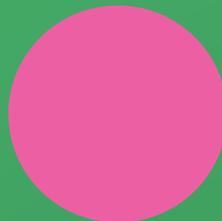


NOMINATION KIT



aha|sa

Australian Hotels Association (SA)

HOTEL INDUSTRY

AWARDS

FOR EXCELLENCE

2019



#ahasaawards

#sahotels

ahasa.com.au



WELCOME

The AHA|SA Awards for Excellence are recognised as the most prestigious awards in the hospitality industry, honouring the achievement of excellence in a wide range of categories. This on-going commitment to excellence ensures our state's hotels are some of the best in Australia.

South Australian hotels provide patrons with a great range of food and beverage, entertainment, quality accommodation and excellent service. They are also the perfect place to socialise, be entertained, relax and enjoy living. There is no doubt that South Australian hoteliers and their staff should be proud of the services and facilities they offer.

NOW IS THE TIME TO NOMINATE.

The annual AHA|SA Awards for Excellence provides a prime opportunity to showcase your venues and be proud of your achievements. For the winners, it also brings fabulous marketing, advertising and endorsement opportunities that are invaluable to your hotel. All award winners are presented with a magnificent framed certificate for display in the venue as well as a winner's logo which can be used for your hotel's overall marketing and promotional campaign.

Winners of the AHA|SA Awards for Excellence will be announced at the annual Gala Dinner being held at the Adelaide Entertainment Centre on Tuesday 30 July 2019. The AHA|SA Awards for Excellence is the highlight of the South Australian hotel calendar, bringing together hotel industry members and associates from all corners of the State to celebrate our vibrant industry and recognise those hotels that have achieved excellence. Details of this spectacular event will be released in early June.

Those successful in specific categories will then have the opportunity to compete as a finalist in the AHA National Hotel Awards to be announced in Queensland, 16 September 2019.

"As a group, our hotels have been participating in the AHA|SA Hotel Awards of Excellence for the past few years, and it has been a great honour to be recognised in a number of categories for a few of our hotels. Providing award submissions allows our team to reflect on all the great achievements we've made in the past twelve months, from renovations, new marketing initiatives and food innovation. To ensure we are always striving to be industry leaders, we also take this opportunity to improve on anything we think we can do better."

"When we've won these awards on a State and national level, it is a great honour and our staff are extremely proud. We encourage other local business to enter and acknowledge the hard work of their teams."



Luciana Capobianco
Group Marketing Manager
RD Jones Group

If you wish to enter the Hotel Industry Awards for Excellence, then you must be a full 2019 financial member of the AHA|SA at time of nomination.

- Associate Members are not eligible to enter

- All nominations are considered finalists unless you are contacted to advise otherwise

OVERALL CRITERIA

HALL OF FAME

'Hall of Fame' honours will be awarded to those hotels who win a state category over four (4) consecutive years AND also win in that category (or similar) at a National level. Recipients of 'Hall of Fame' recognition are ineligible to nominate in that specific category for one (1) year following.

For all enquiries please contact:

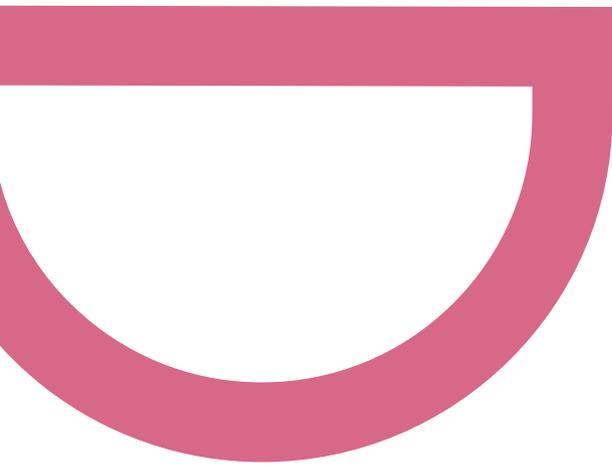
Lucy Randall
AHA|SA Manager - Events & Sponsorship
08 8100 2441
0421 702 227
awards@ahasa.asn.au

AWARDS FOR EXCELLENCE

CATEGORIES

1. Mid-Range Hotel Accommodation *
2. Apartment/Suite Accommodation*
3. Boutique/Superior Hotel Accommodation*
4. Deluxe Hotel Accommodation *
5. Bistro Casual Dining – Country
6. Bistro Casual Dining - Inner Metro (check criteria for details)
7. Bistro Casual Dining - Outer Metro (check criteria for details)
8. Restaurant – Accommodation Division
9. Restaurant – General Division Country
10. Restaurant – General Division Metropolitan
11. Draught Beer Quality
12. Bar Presentation & Experience – Country
13. Bar Presentation & Experience – Metropolitan
14. Outdoor or non-enclosed Facility
15. Live Music Venue - Country
16. Live Music Venue - Metropolitan
17. Entertainment Venue
18. Sporting Entertainment Venue
19. Community Service & Support
20. Marketing & Promotion – Accommodation Division
21. Marketing & Promotion – General Division
22. Tourism & Regional Promotion
23. Environmental & Energy Efficiency Practice
24. Gaming Venue – Country
25. Gaming Venue – Metropolitan
26. TAB Licensed Venue
27. Meeting & Events Venue – Specialist & Accommodation Divisions
28. Meeting & Events Venue – General Division
29. Retail Outlet – Attached to a Hotel
30. Retail Outlet – Stand Alone
31. Small Venue
32. Redeveloped Hotel – Country
33. Redeveloped Hotel – Metropolitan
34. Staff Development & Training - Accommodation Division
35. Staff Development & Training - General Division
36. Hotel Industry Rising Star Award
37. Best Overall Hotel

*Nominees in these categories will be invoiced by the AHA|SA for the cost for one night's accommodation including breakfast as part of the assessment. Details of this will be discussed with venues at the time of nomination.



AHA NATIONAL AWARDS

Winners in selected South Australian categories will qualify as finalists at the 2019 AHA National Hotel Awards for Excellence. Please note that there are costs associated with National Award submissions.

DIVISIONS

For the sake of the award nomination process, a hotel will be regarded as part of the 'Accommodation Division' if it has a minimum of twenty (20) Mid-Range room facilities. Accommodation Division venues must enter all categories within this division rather than of the General Division.

STAR RATINGS

In terms of hotel star ratings, the AHA|SA will honour both AAA and self-rating systems.

INNER & OUTER METRO

For the sake of Bistro Casual Dining there will be a geographical separation according to as follows;

INNER METRO will be the region contained within a parameter SOUTH of Regency Rd to the north, WEST of Portrush Rd, Hamstead Rd and Ascot Ave to the East. NORTH of Cross Rd to the South and EAST of Marion Rd, Holbrooks Rd, East Ave and David Tce to the West.

OUTER METRO is any area beyond this parameter up to 35kms from CBD including GAWLER in the North, MT BARKER in the South East and SEAFORD in the South.

A map to define this area is available as a separate document upon request.

COUNTRY is defined as areas beyond 35km from the Adelaide CBD and beyond Gawler to the North, Mt Barker to the South East and Seaford in the South.



JUDGING

State judging is conducted by a panel of industry peers appointed by the AHA|SA and comprises a cross-section of hospitality industry experts. Judges are selected for their knowledge and experience, and for their absolute dedication to the integrity of the awards process. The identity of these persons will be kept totally anonymous.

Judges will be supplied with the award nominations, submissions and photographs for their specific judging category. These person/persons will visit each venue at least once and assess the entire category amongst its peers.

The judging period will fall between Friday 24 May and Monday 1 July. The date and time of visit will not be disclosed to the venue.

In consultation with the judges, the AHA|SA reserves the right to remove an award category either due to insufficient entries or nominations not being of a required standard. The AHA|SA reserves the right to encourage those hotels that are considered leaders in their field to nominate for the Awards.



SUBMISSION

ENTRY

CHECKLIST

- Entry Form
- Submission including photographs
- High Resolution Photos

ENTRY FORM

A separate entry form must be completed for each award category entered.

SUBMISSION

An accompanying submission is **compulsory** for each category entered. Submissions are scored according to the established criteria. The underlying consideration is how the hotel strives to achieve excellence in a specific category.

- Submissions must address the specific criteria as outlined in this document. (i.e. a paragraph covering each section is ample.) An example is available upon request. The submission will provide supporting information for judge/judges who will then visit the venue and assess accordingly.
- Submissions must be in single sided A4 format. You are encouraged to include documents and evidence to support your information included in your submission. e.g. brochures and printed photos. **Do not include plastic pockets or bound folders in your submission.**

TIPS...

1. Keep the comments concise and relevant. The last thing judges want to read is pages of irrelevant information. Be passionate about your nomination but don't be repetitive.
2. You don't need to spend lots of money on a submission, if any at all. Just remember that the judges will only be interested in the content and relevance to the criteria and not necessarily what the submission looks like.

PHOTOS & VIDEOS

- Photographs **must** be included for each award submission. These must be in high resolution format (JPG, GIF) via email or online (up to 20MB) with at least **one HERO SHOT of the exterior of the hotel.**
- These photographs and videos will be used for the main presentation on the evening of the Awards ceremony and must be of acceptable quality. The AHA|SA does not hold any responsibility for the selection of photos or videos displayed on the evening. The AHA|SA also reserves the right to use the photos and videos provided for ongoing promotional material.

NOMINATIONS PROVIDED WITHOUT PHOTOS PRIOR BY THE NOMINATION DEADLINE WILL BE DECLINED.

RECEIPT OF NOMINATION

- A formal 'Receipt of Nomination' will be forwarded to the email contact provided within 7 days of receipt of the nomination/ submission to the AHA|SA. If you do not receive the receipt within this time frame, please contact the AHA|SA as your nomination may not have been received.

A REPRESENTATIVE MUST BE PRESENT AT THE AWARD CEREMONY ON TUESDAY 30 JULY 2019 TO RECEIVE THE AWARD IF SUCCESSFUL.

ONLINE

www.ahasa.asn.au

EMAIL

awards@ahasa.asn.au

POST

2019 Hotel Industry Awards for Excellence
AHA (SA) PO Box 3092
RUNDLE MALL SA 5000

DELIVERY

2019 Hotel Industry Awards for Excellence
AHA (SA) Level 4, 60 Hindmarsh Square
ADELAIDE

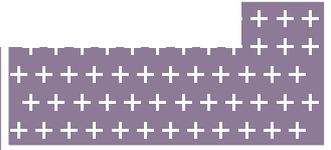
ENTRY DEADLINE

4PM ON FRIDAY 17 MAY 2019

UNDER NO CIRCUMSTANCES WILL NOMINATIONS OR SUBMISSIONS BE ACCEPTED AFTER THIS DEADLINE.



NOMINATIONS



1. MID-RANGE HOTEL ACCOMMODATION*

All entrants must have 3 to 3.5 star accommodation located within licensed area.

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

- Hotel Facilities, ambience and décor
- Accuracy of Reservations
- Customer service throughout the venue
- In-house room facilities
- Bathroom facilities
- Housekeeping and general cleanliness
- Food and Beverage offerings at venue
- Breakfast offerings
- Environmental sustainability
- Telephone technique of staff
- Hotel Bar facilities and service
- Overall customer experience

2. APARTMENT/SUITE ACCOMMODATION*

All entrants must have 4 to 5 star accommodation located within licensed area.

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

- Hotel Facilities, ambience and décor
- Front Desk and Reservations
- Front Desk customer service
- In-house operator service
- Guest Room facilities
- Bathroom facilities
- Housekeeping and general cleanliness
- Environmental practices
- Kitchen Facilities in apartment/suite
- Food and Beverage offerings at venue
- Overall customer experience

3. BOUTIQUE/SUPERIOR HOTEL ACCOMMODATION*

All entrants must have 4 to 4.5 star accommodation located within licensed area.

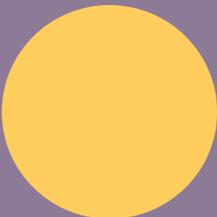
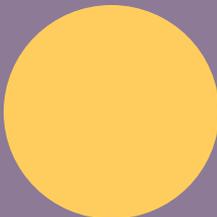
Judges will base their assessment on a range of areas including, but not exclusive to, the following:

- Hotel Facilities, ambience and décor
- Accuracy of Reservations
- Customer service throughout the venue
- Guest Room facilities
- Bathroom facilities
- Housekeeping and general cleanliness
- Food and Beverage offerings at venue
- Breakfast offerings
- Environmental sustainability
- Telephone technique
- Hotel Bar facilities and service
- Overall customer experience

4. DELUXE HOTEL ACCOMMODATION*

All entrants must have 5+ star accommodation and above located within licensed area.

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

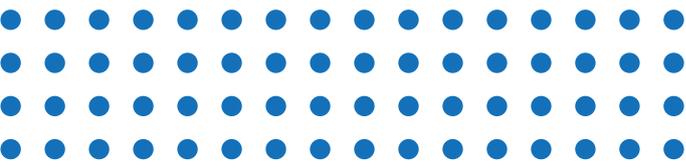
- Hotel Facilities, ambience and décor
 - Accuracy of Reservations
 - Customer service throughout the venue
 - Guest Room facilities
 - Bathroom facilities
 - Housekeeping and general cleanliness
 - Food and Beverage offerings at venue
 - Breakfast offerings
 - Concierge services
 - Turndown services
 - Environmental sustainability
 - Telephone technique of staff
 - Hotel Bar facilities and service
 - Overall customer experience
- 
- 

5. BISTRO CASUAL DINING - COUNTRY

This category recognises excellence in venues offering a quality dining experience through a general pub bistro offer. To be eligible for these categories, food can be ordered and paid for at a point of sale or within the table service offer. Meals may be delivered by staff using table numbers, collected by patrons using a buzzer or other methods. This category has a strong focus on customer service and whilst table service may enhance the customer experience, it is not considered a must have in this category.

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

- Hotel - general décor, ambience, cleanliness
- Staff & Service - welcome/goodbye, level of engagement, efficient service levels, professionalism
- Food - variety and presentation of menu, pricing, presentation and quality of food offerings
- Beverage - variety of offerings, pricing and quality, non-alcoholic beverages
- Telephone technique of staff
- Overall experience



6. BISTRO CASUAL DINING - INNER METRO

(Refer to criteria for Category 5. Bistro Casual Dining - Country)

- Adelaide City Council
- The City of Burnside
- City of Charles Sturt
- The City Of Norwood, Payneham & St Peters
- City of Prospect
- City of Unley
- Corporation of the Town of Walkerville
- City of West Torrens

7. BISTRO CASUAL DINING - OUTER METRO

(Refer to criteria for Category 5. Bistro Casual Dining - Country)

- Adelaide Hills Council
- Campbelltown City Council
- Town of Gawler
- City of Holdfast Bay
- City of Marion
- City of Mitcham
- Mount Barker District Council
- City of Onkaparinga
- City of Playford
- City of Port Adelaide Enfield
- City of Salisbury
- City of Tea Tree Gully



8. RESTAURANT - ACCOMMODATION DIVISION

This category will recognise a restaurant within an accommodation based hotel that is excelling in providing patrons with a high-quality dining experience.

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

- Professionalism and outstanding customer service
- Staff neat, in clean attire and well groomed
- Excellence customer service
- Efficiency of wait staff
- Range and quality of food and beverages
- Décor and design characteristics
- Condition of furniture, fittings & electrical
- Comfortable and positive experience for customers
- Ambience – audio visual, lighting, music
- Hygiene and cleanliness
- Evidence of local produce in use

9. RESTAURANT - GENERAL DIVISION COUNTRY

(Refer to criteria for Category 8.

Restaurant – Accommodation Division)

10. RESTAURANT - GENERAL DIVISION METROPOLITAN

(Refer to criteria for Category 8.

Restaurant – Accommodation Division)

11. DRAUGHT BEER QUALITY

To nominate for this award complete the nomination form attached and attach documented evidence of gas system calibration within the 6 months of nomination. Prerequisite to enter award Hotel must comply to AS5034 (installation and use of inert gases for beverage dispensing).

Judges will base their assessment on the following:

Cellar / Keg room and beer system cleanliness and Management

- Cool room cleanliness
- Keg coupler, Cellar boy, Beer lines and Tap cleanliness and functionality
- Keg freshness / stock rotation / stored correctl

Glass Management

- Glass cleanliness
- Glass washer cleanliness and correct chemicals

Beer Presentation

- Pouring Technique
- In glass appearance
- True to Type (taste , aroma , texture)
- Glass temperature



12. BAR PRESENTATION & EXPERIENCE - COUNTRY

This category will recognise a bar or hotel that offers a memorable visit to patrons with an emphasis on excellence in customer service. The judged area within the hotel will be specific to the bar area, however the overall customer experience will form part of the judging criteria.

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

- Professionalism and outstanding customer service
- Staff neat, clean attired and well groomed
- Bar presentation to be of the highest standard
- Efficiency of bar operators
- Variety of beverages
- Availability of a selection of food
- Range of promotional products and activities
- Décor and design characteristics
- Condition of furniture, fittings & electrical
- Popularity of the establishment
- Comfortable and positive experience for customers
- Ambience – audio visual, lighting, music
- Hygiene and cleanliness

13. BAR PRESENTATION & EXPERIENCE - METROPOLITAN

(Refer to criteria for Category 12. Bar Presentation & Experience - Country)

14. OUTDOOR or NON-ENCLOSED FACILITY

This category recognises excellence in hotels which provide an outdoor or non-enclosed facility within the hotel. Emphasis is placed on the total customer experience specific to the compliance and appropriateness of the outdoor or non-enclosed facility offer.

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

General Criteria

- Hotel - general décor, ambience, cleanliness
- Staff & Service - welcome/goodbye, level of engagement, efficient service levels, professionalism
- Food - variety and presentation of menu, pricing, presentation and quality of food offerings
- Beverage - variety of offerings, pricing and quality, non-alcoholic beverages
- Telephone technique of staff

Outdoor Area

- Overall cleanliness of area
- Characteristics (decor, ambience and music)
- Presentation and appearance
- Facility complies with tobacco legislation
- Innovation and creativity
- Integrates with the rest of the hotel
- Adequate heating and cooling
- Adequate safety and security
- Gives regard to noise and amenity issues
- Optimum solution having regard to challenges faced
- Appropriate receptacles of cigarette butt litter
- Proximity to a service area and amenities

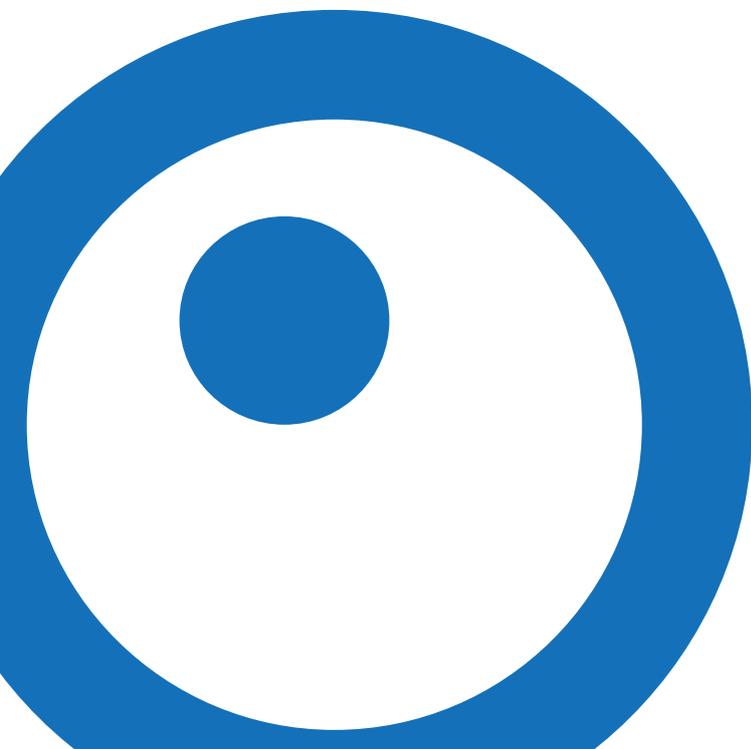
15. LIVE MUSIC VENUE - COUNTRY

Entertainment must take the form of live bands and performances.

To assist with judging venues should state on which night/s entertainment is provided and the name of the room/area to be judged.

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

- Venue ambience, décor and lighting
- Cleanliness of premises
- Staff friendliness and courteousness
- Knowledge of Responsible Serving of Alcohol
- Appropriate and efficient service
- Outstanding presentation & customer service
- Knowledge of performers
- Telephone technique of staff
- Quality of lighting, sound, stage and dance floor facilities
- Provides local and/or overseas live entertainment on a regular basis throughout the year
- Supports artists performing original material
- Variety and amount of entertainment on offer
- In-house promotions
- Effective website
- Social Media presence



- Sporting theme relative to target market
- Live sport being shown through the hotel
- Relationships with sporting clubs
- Displays of sporting memorabilia on-site

19. COMMUNITY SERVICE & SUPPORT

PLEASE NOTE: Only individual hotels and not a Hotel Group can enter this category. Judging for this category will be based solely on the written submission.

This category is to recognise excellence by a venue in providing a wide range of support for their local community.

- Active sponsorship and support of community groups
- Promotion of hotel industry to community and groups
- Participation in the local community
- Demonstrate the high profile the hotel and its staff have achieved through community work; e.g. copy of correspondence to local newspapers, Members of Parliament, local councils, etc.
- Funds collected for the community
- Evidence of contribution to community groups

20. MARKETING & PROMOTION - ACCOMMODATION DIVISION

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.

PLEASE NOTE: Judging for this category will be based solely on the written submission.

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

- Research and planning to achieve marketing strategy
- Marketing activity relevant to size of hotel operation
- Consistency of in-house marketing
- Effective website and social platforms
- Effective use of social and digital media
- Quality of promotion collateral
- Evidence of effectiveness of marketing activity

21. MARKETING & PROMOTION - GENERAL DIVISION

(Refer to criteria for Category 19. Marketing & Promotion – Accommodation Division)

16. LIVE MUSIC VENUE - METROPOLITAN

(Refer to criteria for Category 15. Live Music Venue - Country)

17. ENTERTAINMENT VENUE

This category recognises excellence in a venue that offers patron a mix of entertainment options. Entertainment may take the form of DJ, karaoke, comedy, open mic, etc.

To assist with judging venues should state on which night/s entertainment is provided, and the name of the room/area to be judged.

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

- Venue ambience, décor and lighting
- Cleanliness of premises
- Staff friendliness and courteous
- Knowledge of Responsible Serving of Alcohol
- Appropriate and efficient service
- Outstanding presentation & customer service
- Knowledge of performers
- Telephone technique of staff
- Quality of lighting, sound, stage and dance floor facilities
- Provides local and/or overseas live entertainment on a regular basis throughout the year
- Supports artists performing original material
- Variety and amount of entertainment on offer
- In-house promotions
- Effective website
- Social Media presence

18. SPORTING ENTERTAINMENT VENUE

This category recognises excellence in venues with a specific emphasis on sport as a primary form of entertainment.

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

General Criteria

- Hotel - décor, cleanliness and facilities
- Staff & Service - welcome/goodbye, presentation, efficient, RSA, knowledge of sporting events
- Food - selection, price, diversity
- Beverage - price and diversity
- Telephone technique of staff

Sporting Entertainment Venue Specifics

- Integration of sporting vision throughout the venue
- Adequate external promotion of sporting facilities

22. TOURISM & REGIONAL PROMOTION

This category recognises a tourism initiative or product that is unique and adds value to the industry as well as the local community. The initiative will encourage patronage and provide visitors with an overall great, hospitable experience.

PLEASE NOTE: Judging for this category will be based solely on the written submission.

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

- Innovation in tourism products and initiatives
- Demonstrated commitment to excellence in customer service
- Effective website and demonstration through marketing channels used
- Proven ability to attract high visitor traffic
- Tourist group, alliances, affiliations and memberships
- Evidence of promotion of local community and/or state/ regional attractions

23. ENVIRONMENTAL & ENERGY EFFICIENCY PRACTICE

This category recognises a strong commitment to the environmental practices and policies implemented throughout the hotel. There is a strong focus on energy efficiency, water saving and recycling.

PLEASE NOTE: Judging for this category will be based solely on the written submission.

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

- Policies in place which support environmental best practice
- Energy Saving initiatives
- Water Saving initiatives
- Recycling and Waste management programs
- Level of innovation in practices
- Incorporation of programs into everyday practice
- Economic viability to deliver savings to the hotel

24. GAMING VENUE - COUNTRY

This category recognises excellence in Gaming Rooms within a venue. It places significant emphasis on the overall quality of the customer experience, including food, beverages and customer service specifically regarding the gaming facilities area of the hotel.

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

- Professionalism and outstanding customer service
- Staff neat, clean attire and well groomed
- Staff gaming knowledge and ability to assist gaming patrons
- Lounge/seating area available for gaming patrons
- Bar area in close proximity to gaming areas
- In-house promotions and communication activities
- Effective Signage
- Smoking facilities
- Measure of popularity
- Evidence of Responsible Gaming Service and engagement with 'Gaming Care – Hotels Responsible Gambling Early Intervention Agency'
- Range and quality of food and beverages within venue
- Décor and design characteristics of venue
- Condition of furniture, fittings & electrical
- Popularity of the establishment
- Comfortable and positive experience for customers
- Ambience – audio visual, lighting, music
- Hygiene and cleanliness of venue

25. GAMING VENUE - METROPOLITAN

(Refer to criteria for Category 23. Gaming Venue–Country)

26. TAB LICENSED VENUE

This category recognises a hotel offering a customer focused, well-stocked and well-designed Retail Liquor space. Innovation and excellence in customer service are held in high regard.

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

- Professionalism and outstanding customer service
- Staff neat, in clean attire and well groomed
- Staff knowledge and ability to assist in TAB area
- Range and quality of food and beverages
- Décor and design characteristics
- Condition of furniture, fittings & electrical
- Popularity of the establishment
- Comfortable and positive experience for customers
- Ambience – audio visual, lighting, music
- Hygiene and cleanliness
- Lounge/seating area available for TAB patrons
- Bar area in close proximity to TAB area
- In-house promotions and communication activities
- Effective Signage

27. MEETING & EVENTS VENUE – SPECIALIST & ACCOMMODATION DIVISIONS

This category recognises venues that offer the services and facilities which provide for a seamless meeting or event for clients. There is a strong focus on staff, general facilities and food and beverage packages on offer.

PLEASE NOTE: Judging for this category will be based solely on the written submission.

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

- General appearance, design and décor of the facility
- Effective promotion of facilities, including online presence
- Professionalism in marketing practices
- Variety of package options, including AV and table settings
- Diversity, value and flexibility of package options
- Staff knowledge and professionalism
- Telephone technique of staff

28. MEETING & EVENTS VENUE – GENERAL DIVISION HOTELS

(Refer to criteria for Category 26. Meeting & Events Venue – Specialist & Accommodation Division)

29. RETAIL LIQUOR OUTLET – ATTACHED TO A HOTEL

This category recognises a hotel offering a customer focused, well-stocked and well-designed Retail Liquor space. Innovation and excellence in customer service are held in high regard.

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

- General layout and stock presentation of venue
- Décor and design characteristics of venue
- Hygiene and cleanliness
- Effective Signage
- Variety of stock
- Wine tasting facilities
- Facilities and stock meet local needs
- Professionalism and outstanding customer service
- Staff neat, clean attired and well groomed
- Staff knowledge and ability to assist patrons
- Condition of furniture, fittings & electrical
- Telephone technique of staff

30. RETAIL LIQUOR OUTLET – STAND ALONE

(Refer to criteria for Category 28. Retail Liquor Outlet – Attached)

31. SMALL VENUE

(For liquor licenses limited for up to 120 patrons)

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

- Atmosphere, lighting, music, ambience and comfort
- Measure of popularity
- Outstanding customer service
- Bar presentation to be of the highest standard
- Staff neatly and cleanly attired
- Efficiency of staff
- Availability and choice of food
- Venue innovation and cohesion with local businesses
- Knowledge and practise of Responsible Service of Alcohol (RSA)
- Hygiene and cleanliness of premises

32. REDEVELOPED HOTEL – COUNTRY

This category recognises innovation and effectiveness in a redeveloped general division hotel. PLEASE NOTE: Judging Process for this category will rely on the written submission.

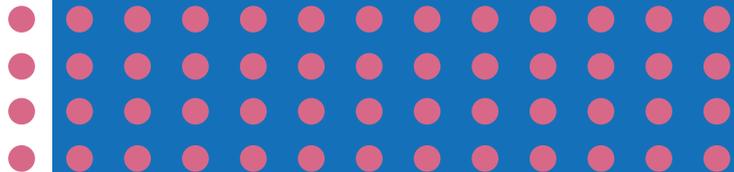
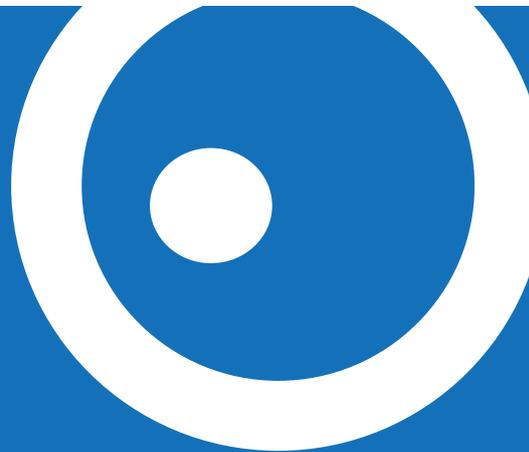
Judges will base their assessment on a range of areas including, but not exclusive to, the following:

- Innovation in refurbishment
- Quality of finish and attention to detail
- Refurbishment is appropriate to clientele
- Re-styling led to improved staff efficiency
- Financial growth from redevelopment
- Overall appearance
- Staff and service
- Environmental sustainability

PLEASE NOTE: Hotels cannot enter this category over two consecutive years without consultation with the AHA|SA

33. REDEVELOPED HOTEL – METROPOLITAN

(Refer to criteria for Category 31. Redeveloped Hotel – Country)





34. STAFF DEVELOPMENT & TRAINING - ACCOMMODATION DIVISION

This category recognises venues that have a demonstrated a commitment to improving customer service and experiences through employee training.

PLEASE NOTE: Judging Process for this category will rely on the written submission.

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

- Contribution to professionalism in the hotel industry
- Training initiatives meet industry needs
- Conducting internal and external training
- Retention of staff because of initiatives
- Level of multi-skilled staff as direct result of training
- Assessment of training and skills
- Evidence of participation in state and national industry based skills events (i.e. Bar and Chef competitions)
- Evidence of promotion of South Australian talent where applicable

35. STAFF DEVELOPMENT & TRAINING - GENERAL DIVISION

(Refer to criteria for Category 33. Staff Development & Training – Accommodation Division)

36. HOTEL INDUSTRY RISING STAR

This category is to reward a hotel employee (aged 30 or under as at August 2019) who has displayed professional excellence within the industry. This individual award is judged on on-going development undertaken by the individual, commitment to the industry, ambition and career aspirations.

PLEASE NOTE: Eligible finalists are encouraged to submit an updated CV with their entry.

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

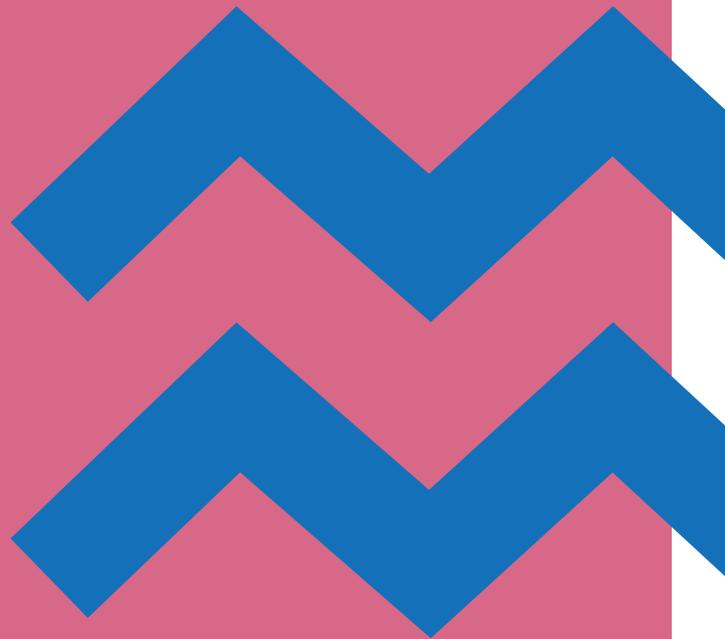
- Demonstrated knowledge, expertise, interest, involvement and ambitions in the hotel industry;
- Examples of hotel education, formal and informal learning;
- Future aspirations within the industry;
- Contributions to the community or industry;
- Professional attitude;
- Information provided in the CV, and
- Recommendation letter from employer or others if available

37. BEST OVERALL HOTEL

All Hotels nominating for any category in the 2019 AHA|SA Awards for Excellence are considered for the Overall Hotel award.

This category recognises venues that deliver excellence across all areas of their operation. Venues will have demonstrated innovation, professionalism and will have delivered the highest levels of excellence within customer service. Venues will be delivering a good range of high-quality services and will set the benchmark in hotel and hospitality excellence.

The winner of this category will be selected from judge's considerations across results and other factors.





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2019