

HOSPITALITY NT  
ARISTOCRAT TECHNOLOGIES

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AWARDS

FOR EXCELLENCE 2019



2019 NOMINATIONS

# 2019 HOSPITALITY NT ARISTOCRAT TECHNOLOGIES AWARDS FOR EXCELLENCE NOMINATION ENTRY FORM

2

VENUE NAME: .....

(Please print the **exact** name of the establishment as you would like it to appear on the Award)

POSTAL ADDRESS: .....

CONTACT NAME: .....

PHONE: ..... FAX: .....

EMAIL: .....

## CHECK THAT YOU HAVE FOR EACH AWARD NOMINATION:

1. Nomination form
2. Submission (if applicable)
3. Supporting photographs/videos

All submissions must be received by 12pm Thursday 18 April 2019

Please select a category/ies that you have chosen to enter:

### VENUE AWARDS - SUBMISSION BASED

- 1. New Venue
- 2. Redeveloped Accommodation Hotel\*
- 3. Redeveloped Licensed Premise\*
- 4. Marketed Venue
- 5. Hotel Community Service & Achievement\*
- 6. Club Community Service & Achievement
- 7. Accommodation Hotel Community Service & Achievement
- 8. Training Initiative\*
- 9. Tourism Initiative\*
- 10. Retail Liquor Outlet\*

### EMPLOYEE AWARDS

- 11. Service Excellence (Front of House)\*
- 12. Junior Trainee/ Apprentice of the Year
- 13. Completed Trainee/Apprentice of the Year
- 14. Marketing/Sales/Events\*
- 15. Bartender of the Year\*
- 16. Chef/Cook\*
- 17. Human Resources\*
- 18. Housekeeping & Guest Services\*
- 19. Industry Rising Star of the Year – Metro\*
- 20. Industry Rising Star of the Year – Regional\*

**VENUE AWARDS** - Please note written submissions are not required for the following awards:

- 21. Draught Beer Quality\*
- 22. Family Friendly Venue
- 23. Hotel Gaming Venue\*
- 24. Club Gaming Venue
- 25. Bar Presentation & Service

- 26. Late Night Venue\*
- 27. Sporting Entertainment Venue\*
- 28. Live Music Venue\*
- 29. Outdoor Area\*
- 30. NT Keno Venue\*
- 31. TAB Licensed Venue\*
- 32. Best Wayside Inn
- 33. \*\*Best Overall Accommodation Hotel\*
- 34. \*\*Best Overall Restaurant\*
- 35. \*\*Best Overall Club
- 36. \*\*Best Overall Hotel\*

*\*Winners may be eligible to receive entry into the 2019 AHA National Awards for Excellence.*

*\*\*Entry to this category will automatic upon nominations in categories 1-20*

**EMAIL** [kelly@hospitalitynt.com.au](mailto:kelly@hospitalitynt.com.au)

### POST

Hospitality NT Aristocrat Technologies  
Awards for Excellence  
Hospitality NT  
GPO Box 3270 DARWIN NT 0801

### DELIVERY

Hospitality NT Aristocrat Technologies  
Awards for Excellence  
Hospitality NT  
Office 23 / 24 Cavenagh Street DARWIN

# W E L C O M E

The Hospitality NT Aristocrat Technologies Awards for Excellence are renowned as the Territory's most prestigious awards for the hospitality industry, honouring the achievement of excellence across a wide range of categories. The Awards highlight excellence in hospitality venues and their staff who have performed exceptionally throughout the past year, with nominees from taverns, clubs, accommodation hotels, restaurants and wayside inns.

**Now is the time to nominate. The nomination process is simple and FREE.**

We strongly encourage you to take the time to give both your venue and employees the opportunity to showcase, promote and be proud of your establishment and achievements. For the winners it also brings fabulous marketing and advertising opportunities that are invaluable to your venue. All award winners are presented with a certificate and trophy for display in the venue as well as a winner's logo which can be used for your venue's overall marketing and promotional campaign.

Winners will be announced at the Territory's hospitality industry's biggest evening on the calendar, the Hospitality NT Aristocrat Technologies Awards for Excellence Gala Dinner, held on The Lawns at SKYCITY Darwin on **Wednesday, 29 May 2019**. More details of this spectacular event, including ticket information will be released in April.

*It is a condition of entry that if you have nominated your venue for an Award, a representative must be present at the Gala Dinner on **Wednesday, 29 May 2019**, to receive the Award if successful.*

## 2019 Hospitality NT Aristocrat Technologies Awards for Excellence

Hospitality NT  
GPO Box 3270  
DARWIN NT 0801  
20/24 Cavenagh Street  
DARWIN NT 0801  
Ph: (08) 8981 3650



## AHA NATIONAL AWARDS

Those successful in specific categories will qualify as finalists at the AHA National Awards for Excellence. Please note that there are costs associated with National submissions. The winners of the National Awards will be announced in September 2019.

## JUDGING

Judging is conducted by a panel of industry peers appointed by the Hospitality NT 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 judges' decision is final and will be based upon the venue's ability to fulfil the criteria outlined for each category entered. Hospitality NT reserves the right to encourage those venues that are considered leaders in their field to nominate for the awards.



Hospitality **NT**

### NOTE

Entry into the Best Overall categories will only be open to those venues who enter submission based categories 1-20.

### FOR ALL ENQUIRIES PLEASE CONTACT

Kelly Hannus  
Events & Sponsorship Officer  
08 8981 3650  
0427 090 778  
kelly@hospitalitynt.com.au



LION



AUSTRALIAN LIQUOR MARKETERS PTY.LTD.



DARWIN



Gamble Responsibly.

# WRITTEN SUBMISSION ENTRY CHECKLIST

## □ ENTRY FORM

### □ SUBMISSION

An accompanying submission is compulsory for categories 1-20.

**Each submission must be no longer than 1000 words per category.** Submissions must address the specific criteria as outlined in this document (ie a paragraph covering each section is ample).

Submissions must be in single sided A4 format. You are encouraged to include documents and evidence to support the information included in your submission eg. brochures and printed photos. Do not include plastic pockets or bound folders in your submission.

Submissions will not be returned and hard copies will eventually be destroyed.

#### Tips...

- Keep the comments concise and relevant. The last thing the judges want to read is pages of irrelevant information. Be passionate about your product but don't be repetitive.
- 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 criteria and not necessarily what it looks like.

## □ PHOTOS & VIDEOS

Photos must be included for each award submission. Short videos are also encouraged to support your information. These must be in high resolution format (JPG, GIF) on a CD, USB or via email with at least one hero shot of the exterior of the venue. Hospitality NT reserves the right to use the photos and videos provided for ongoing promotion including television advertisements and must be of acceptable quality for this purpose.

## □ SUBMIT

### ENTRY DEADLINE

**12PM ON THURSDAY**

**18 APRIL 2019**

Under no circumstance will nominations or submissions be accepted after this deadline.

#### EMAIL

kelly@hospitalitynt.com.au

#### POST

Hospitality NT  
Aristocrat Technologies  
Awards for Excellence

Hospitality NT  
GPO Box 3270  
DARWIN NT 0801

#### DELIVERY

Hospitality NT  
Aristocrat Technologies  
Awards for Excellence

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DARWIN

# 2019 AWARDS FOR EXCELLENCE CATEGORIES

## VENUE AWARDS SUBMISSION BASED

1. New Venue
2. Redeveloped Accommodation Hotel\*
3. Redeveloped Licensed Premise\*
4. Marketed Venue
5. Hotel Community Service & Achievement\*
6. Club Community Service & Achievement
7. Accommodation Hotel Community Service & Achievement
8. Training Initiative\*
9. Tourism Initiative\*
10. Retail Liquor Outlet\*

## EMPLOYEE AWARDS

11. Service Excellence (Front of House)\*
12. Junior Trainee/ Apprentice of the Year
13. Completed Trainee/Apprentice of the Year
14. Marketing/Sales/Events\*
15. Bartender of the Year\*
16. Chef/Cook\*
17. Human Resources\*
18. Housekeeping & Guest Services\*
19. Industry Rising Star of the Year – Metro\*
20. Industry Rising Star of the Year – Regional\*

### Employee Nomination Conditions & Criteria

Please see page 9 for more information.

## VENUE AWARDS

Please note written submissions are not required for the following awards:

21. Draught Beer Quality\*
22. Family Friendly Venue
23. Hotel Gaming Venue\*
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32. Best Wayside Inn
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34. \*\*Best Overall Restaurant\*
35. \*\*Best Overall Club
36. \*\*Best Overall Hotel\*

*\*Winners may be eligible to receive entry into the 2019 AHA National Awards for Excellence.*

***\*\*Entry into the Best Overall categories will only be open to those venues who enter submission based categories.***

## 1. NEW VENUE

*Describe and demonstrate your new venue, addressing the following points:*

- Works are completed and has been operating for a minimum of 3 months at time of nomination
- Architectural innovation, décor and design features, quality of finishes and attention to detail
- Ambience, lighting, music
- High level of customer service
- Popularity of the venue
- Environmental and energy saving considerations

## 2. REDEVELOPED ACCOMMODATION HOTEL\*

*Describe and demonstrate your hotel's redevelopment, addressing the following points:*

- Redevelopment project is complete and has operated under refurbished conditions for a minimum of 3 months at time of nomination
- Architectural innovation, quality of finish and attention to detail
- Ambience, lighting, music
- Staff efficiency improvements
- Popularity and financial growth due to refurbishment
- Total cost of investment and ROI (return on investment)
- Environmental and energy saving considerations
- Overall appearance

## 3. REDEVELOPED LICENSED PREMISE\*

*Describe and demonstrate your venue's redevelopment, addressing the following points:*

- Redevelopment project is complete and has operated under refurbished conditions for a minimum of 3 months at time of nomination
- Architectural innovation, quality of finish and attention to detail
- Ambience, lighting, music
- Staff efficiency improvements
- Popularity and financial growth due to refurbishment
- Total cost of investment and ROI (return on investment)
- Environmental and energy saving considerations
- Overall appearance

## 4. MARKETED VENUE\*

*Describe and demonstrate your venue's marketing, addressing the following points:*

- Evidence and quality of the venues market research
- Evaluation results of research and conclusion
- Development stage of marketing strategy
- In-house marketing & promotional materials to support marketing strategy
- Website and data basing
- Media plan and PR activities
- Evidence of social media marketing
- Increase in popularity as a result of marketing strategy
- Consistency of branding
- ROI (return on investment) i.e. evidence of increased traffic generation, media exposure and generating an increase on the bottom line

## 5. HOTEL COMMUNITY SERVICE & ACHIEVEMENT\*

**PLEASE NOTE: Only individual hotels and not a Hotel Group can enter this category.**

*Describe and demonstrate your hotel's community service, addressing the following points:*

- Active participation and support of community groups and activities
- Promotion of hospitality industry to community and groups
- Participation in community life through the hotel
- Evidence of financial assistance to community
- Profile, PR achieved through community work
- Availability of notice board to communicate achievements on premises

## 6. CLUB COMMUNITY SERVICE & ACHIEVEMENT

*Describe and demonstrate your club's community service, addressing the following points:*

- Active participation and support of community groups and activities
- Promotion of hospitality industry to community and groups
- Participation in community life through the club
- Evidence of financial assistance to community
- Profile, PR achieved through community work
- Availability of notice board to communicate achievements on premises

## 7. ACCOMMODATION HOTEL COMMUNITY SERVICE & ACHIEVEMENT\*

*Describe and demonstrate your hotel's community service, addressing the following points:*

- Active participation and support of community groups and activities
- Promotion of hotel industry to community and groups
- Participation in community life through the hotel
- Evidence of financial assistance to community
- Profile, PR achieved through community work
- Availability of notice board to communicate achievements on premises

## 8. TRAINING INITIATIVE\*

*Describe and demonstrate your venue's training initiatives, addressing the following points:*

- Development and implementation of training activities
- In-house training and external training courses venue staff have attended
- Link between training initiatives and the overall business plan and/or marketing strategy
- Outline how these training initiatives contributed to raising the professionalism of the business and cater to the industry's needs
- Comment on the retention of staff as a result of training initiatives and the procedures for evaluating ongoing training requirements

## 9. TOURISM INITIATIVE\*

*Describe and demonstrate your venue's tourism initiatives, addressing the following points:*

- The initiatives implemented and evaluation of results
- Interaction or involvement with a local tourism authority / organisation
- List the wide variety of hospitality services on offer
- Outline the development of marketing strategy and PR activities
- The increase in popularity as a result of marketing strategy (upload visitor data etc)

## 10. RETAIL LIQUOR OUTLET\*

*Describe and demonstrate your venue's Retail Liquor Outlet, addressing the following points:*

- Design, layout and presentation of store (lighting, provision for wine tasting, pricing)
- Outstanding customer service and product knowledge
- Professionalism and presentation of staff (grooming, uniform)
- Good representation of wines/beer (regional, interstate, imported) spirits, mixers, soft drinks
- Promotion of outlet (marketing, advertising, signage)
- Drive-thru facilities where applicable
- Parking facilities and access
- Cleanliness and hygiene of premises



## EMPLOYEE AWARDS

All entries must be received by Midday Thursday 18 April 2019, and must be accompanied by a separate nomination form

- Judges will assess the written submission for each nominee, including:
  - employee's service delivery standards
  - customer service approach and customer/manager feedback
  - length of service
  - teamwork and contribution to the workplace
  - training and experience
  - commitment to career development and self-improvement
- During the judging process the judges may verify or gather more information about the nominee's work history and overall performance.
- Please note that all finalists and winners will be announced at the Awards for Excellence Gala Dinner.
- All Nominees are required to attend the Awards for Excellence Gala Dinner, on Wednesday 29 May 2019 at SKYCITY Darwin.

## 11. SERVICE EXCELLENCE (FRONT OF HOUSE)\*

*Category is open to those employees that have direct contact primarily with customers while performing their everyday duties. Roles include, but are not limited to:*

- Front Desk reception (accommodation, clubs, concierge, porters)
- Hosts (restaurant, club or bar)
- Gaming Staff (tables, pokies, keno)
- Food and Beverage attendants, bar staff, waitresses and waiters, bottle shop attendant
- Function staff

### *Nomination Criteria*

- Employee must be nominated by his/her employer;
- Employee must have been employed by the same employer for no less than 6 months prior to nomination;
- Employee can include Supervisors and Duty Managers, however cannot be in higher management positions, including General Managers, Venue Managers, Operations Manager;
- Employee must submit a current CV – including details on roles and responsibilities, industry experience, qualifications and training undertaken.

## 12. JUNIOR TRAINEE/ APPRENTICE OF THE YEAR

### *Nomination Criteria*

- Junior Trainee / Apprentice nominee must be currently undertaking their traineeship or apprenticeship at the time of their nomination;
- The traineeship or apprenticeship must be due for completion **after 1 July 2019**.
- Employee must be nominated by his/her employer;
- Employee must submit a current CV – including details on roles and responsibilities, industry experience, qualifications and training being undertaken.

## 13. COMPLETED TRAINEE/ APPRENTICE OF THE YEAR

### *Nomination Criteria*

- Completed Trainee/Apprentice nominee must have completed or be due to complete their traineeship or apprenticeship, **between 1 July 2018 and 30 June 2019**;
- Employee must be nominated by his/her employer;
- Employee must submit a current CV – including details on roles and responsibilities, industry experience, qualifications and training being undertaken.

## 14. MARKETING/SALES/ EVENTS\*

### *Nomination Criteria*

- Employee must be nominated by his/her employer;
- Employee must have been employed by the same employer for no less than 6 months prior to nomination;
- Employee cannot be in higher management positions such as General Managers
- Employee must submit a current CV – including details on roles and responsibilities, industry experience, qualifications and training undertaken

## 15. BARTENDER OF THE YEAR\*

A statement from the employer must be provided regarding standard of workplace performance, contribution to the workplace beyond their job role, commitment demonstrated to support RSA, environmental sustainability and best practice within their venue. A copy of the nominee's CV must also be attached.

**Nominees will be contacted directly with further details of the competition**

## 16. CHEF/COOK\*

### *Nomination Criteria*

- Employee must be nominated by his/her employer;
- Employee must have been employed by the same employer for no less than 6 months prior to nomination;
- Employee must submit a current CV – including details on roles and responsibilities, industry experience, qualifications, and mentoring of staff, including apprentices

## 17. HUMAN RESOURCES\*

### *Nomination Criteria*

- Employee must be nominated by his/her employer;
- Employee must have been employed by the same employer for no less than 6 months prior to nomination;
- This category is broadened to include Managers as well as human resource employees, and those senior staff or managers in smaller venues where they fulfil a significant human resources role.
- Employee must submit a current CV – including details on roles and responsibilities, industry experience, qualifications and training undertaken

## 18. HOUSEKEEPING & GUEST SERVICES\*

### *Nomination Criteria*

- Employee must be nominated by his/her employer;
- Employee must have been employed by the same employer for no less than 6 months prior to nomination;
- Employee must submit a current CV – including details on roles and responsibilities, industry experience, qualifications and training undertaken

## 19. INDUSTRY RISING STAR OF THE YEAR – METRO\*

### *Nomination Criteria*

- This Award will be judged primarily from the nominee's written submission, noting that during the judging process the judges may verify or gather more information about the nominee's work history and overall performance
- The candidate must be nominated by his/her employer or management
- The candidate must have been employed for no less than 6 months prior to nomination
- The candidate must be 26 years or younger on the date of the submission/nomination and employed in a supervisor / management position.
- Nominations must demonstrate recognition received from the industry, training courses the candidate has undertaken or intending to undertake, and how the candidate has illustrated his/her commitment to the industry.
- Submission cannot exceed 1000 words.
- A copy of the employee's CV must also be attached to the submission

*\*Winners may be eligible to receive entry into the 2019 AHA National Awards for Excellence*

## 20. INDUSTRY RISING STAR OF THE YEAR – REGIONAL\*

### *Nomination Criteria*

- This Award will be judged primarily from the nominee's written submission, noting that during the judging process the judges may verify or gather more information about the nominee's work history and overall performance
- The candidate must be nominated by his/her employer or management
- The candidate must have been employed for no less than 6 months prior to nomination
- The candidate must be 26 years or younger on the date of the submission/nomination and employed in a supervisor / management position.
- Nominations must demonstrate recognition received from the industry, training courses the candidate has undertaken or intending to undertake, and how the candidate has illustrated his/her commitment to the industry.
- Submission cannot exceed 1000 words.
- A copy of the employee's CV must also be attached to the submission

*This category covers regional members including Batchelor, Jabiru, Nhulunbuy and beyond.*

*\*Winners may be eligible to receive entry into the 2019 AHA National Awards for Excellence*

## 21. DRAUGHT BEER QUALITY\*

### Judging

- 50% SITE INSPECTION OF BACK OF HOUSE AREAS AND COOL ROOMS
- 50% ANONYMOUS SITE INSPECTION
- \*\*To be eligible to enter this award, venues MUST comply with AS5034 (installation and use of inert gases for beverage dispensing).

### Criteria

#### *Cellar/Keg room and beer system cleanliness and management*

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

#### *Glass management*

- Glass cleanliness
- Glass washer cleanliness and correct chemicals

#### *Beer presentation/staff and service*

- Pouring technique
- In glass appearance
- In glass temperature

*Nominations for the Draught Beer Quality category only are due by Monday 25 March 2019, to allow adequate time for specialist judges to conduct these site visits.*

## 22. FAMILY FRIENDLY VENUE

- Décor, design, characteristic, lighting, music
- Measure of popularity
- Range of promotional products and activities
- Growth factor and marketing
- Hygiene and cleanliness of premises
- Children's interests catered for – special meals, play corner, colouring books

### Food

- Presentation and accuracy of description on menu
- Menu innovation, selection and diversity, including daily specials
- Buffet presentation (if applicable)
- General quality
- Value for money
- Cleanliness of crockery, cutlery and glassware

### Beverage

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

### Service

- Professionalism and outstanding customer service
- Staff well groomed with neat & clean attire
- Communication of menu changes or unavailable dishes
- Knowledge and practise of Responsible Service of Alcohol (RSA)

## 23. HOTEL GAMING VENUE\*

- Design and layout of the venue is compatible with the overall hotel facility
- Accessibility, and privacy availability of gaming facilities
- Ambience and décor
- Courtesy patron facilities
- Promotional activities
- Lounge/seating area available
- Food and Beverage
- Efficiency of integrated smoking solution
- Overall hygiene and cleanliness
- Courteous, professional and well groomed staff
- Evidence of responsible gaming service

## 24. CLUB GAMING VENUE

- Design and layout of the venue is compatible with the overall club facility
- Accessibility, and privacy availability of gaming facilities
- Ambience and décor
- Courtesy patron facilities
- Promotional activities
- Lounge/seating area available
- Food and Beverage
- Efficiency of integrated smoking solution
- Overall hygiene and cleanliness
- Courteous, professional and well groomed staff
- Evidence of responsible gaming service

## 25. BAR PRESENTATION & SERVICE

- Bar presentation is of the highest standard
- Great atmosphere, lighting, music, ambience and comfort
- Range of promotional products and activities
- Measure of popularity
- Hygiene and cleanliness of premises
- Selection/variety and quality of food & beverages
- Staff well groomed with neat and clean attire
- Professionalism and efficiency of staff
- Outstanding customer service

## 26. LATE NIGHT VENUE\*

- Trading hours and unique services attracting late night patrons
- Distinctive features of the venue (e.g. decor, lighting, design)
- Music, lighting, sound, stage and dance floor facilities and special effects
- Promotion and marketing of venue
- Patron security and responsible service practices
- Range of beverages and sufficient snacks available

## 27. SPORTING ENTERTAINMENT VENUE\*

### General

- Design, décor, characteristics of venue
- Ambience, lighting, decorated in sporting theme
- Venue participation with sporting clubs
- Venue participates in and supports pool/darts competitions
- Promotes sporting and leisure activities
- Provides variety of televised sports programs
- TAB and/or Bingo/Keno facilities
- Measure of popularity
- Hygiene and cleanliness

### Food and Beverage

- Food and beverage facilities/outlets
- Selection/variety and quality in food and beverage

### Service

- Professionalism and outstanding customer service
- Staff knowledge of sporting entertainment offered
- Staff well groomed with neat & clean attire

## 28. LIVE MUSIC VENUE\*

- Quality of lighting, sound, stage and dance floor facilities
- Characteristics (theme, unique character, ambience)
- Adequate crowd control techniques
- Promotion of entertainment (advertising and marketing)
- Cleanliness of premises
- Provides local and/or overseas live entertainment on a regular basis throughout the year
- Supports artists performing original material

## 29. OUTDOOR AREA\*

**This category recognises excellence in venues which provides an outdoor or non-enclosed facility within the venue. Small, large, boutique, innovative, natural and open spaces are all eligible for nomination. Emphasis is placed on the total customer experience specific to the execution of the outdoor or non-enclosed facility offer.**

- Overall cleanliness of area
- Characteristics (decor, ambience and music)
- Facility complies with tobacco legislation
- Innovation and creativity
- Styled to accommodate patrons who wish to smoke
- Effective signage
- Integrates with the rest of the venue
- Presentation and appearance
- Adequate heating and cooling
- Adequate safety and security
- Gives regard to noise and amenity issues
- Appropriate receptacles of cigarette butt litter
- Proximity to a service area and amenities

## 30. NT KENO VENUE\*

- Does NT Keno have visual presence and accessibility at the venue?
- Was acknowledgement or service provided within 1 minute of the customer arriving at the NT Keno terminal? (if service cannot be provided immediately, a verbal comment or gesture should be made)
- Was there adequate NT Keno stationery available throughout the venue and all Keno holders adequately stocked and well presented?
- Was the staff member knowledgeable in the ticket types and current jackpot amounts?
- Did the staff member ask if you wanted to replay your NT Keno ticket? (valid within 2 days of purchase)
- Has the venue promoted and displayed any current or past promotions and/or other NT Keno collateral?

### 31. TAB LICENSED VENUE\*

- Strong knowledge of TAB procedures
- Presentation and cleanliness of outlet & TAB area
- Staff neat, clean attire and well groomed
- Professionalism and customer service
- Growth of TAB turnover, over previous years with explanation of contributing factors to sales growth

### 32. BEST WAYSIDE INN

- Atmosphere, lighting, music, ambience and comfort
- Measure of popularity
- Staff customer service and team approach
- Bar presentation
- Unique features/point of difference
- Availability and choice of food
- Guest services and information
- Hygiene and cleanliness of premises
- Accommodation & fuel services

### 33. BEST OVERALL ACCOMMODATION HOTEL\*

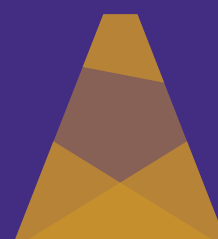
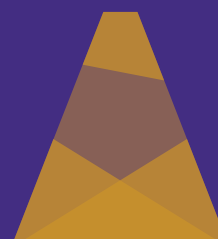
### 34. BEST OVERALL RESTAURANT\*

### 35. BEST OVERALL CLUB

### 36. BEST OVERALL HOTEL\*

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