

# 2010

# AHA

# ARISTOCRAT TECHNOLOGIES



## *Awards for Excellence* nomination booklet

The Australian Hotels Association (NT Branch) Aristocrat Technologies Awards for Excellence are renowned as the most prestigious awards in the Northern Territory Hospitality Industry. The Awards recognise the hotels, accommodation properties, employees, dining and entertainment venues that illustrate excellence across a wide range of categories.

The Northern Territory's infamous way of life is highlighted by the variety of food and beverages, quality accommodation and great service that our Hospitality Industry provides us. These venues also uphold the perfect place to relax, socialise and enjoy this exceptional lifestyle we have to offer. Without a doubt, our hotels, clubs and their staff should be very proud of the service and facilities that they present.

Now is the time to submit your nomination. The nomination process is straightforward and absolutely free, therefore, we encourage you to take the time to give both your venue and staff a prime opportunity to showcase, promote and be proud of your establishment. Successful nominees (of the National Award categories) will also have the opportunity to compete in the AHA National Awards for Excellence on the 12th September in Sydney.

Winners of the Awards for Excellence will be announced at the Industry's night of nights at SKYCITY Darwin on Thursday 3rd June. Details of this spectacular event will be released in April.

## Overall Criteria

To be eligible to enter the AHA Aristocrat Technologies Awards for Excellence, you must:

- hold a current license under the Liquor Act (NT); and
- be a current financial member of the AHA (NT Branch).

## 2010 Categories

- 01 Best Hotel Gaming Venue\*
- 02 Best Club Gaming Venue
- 03 Best Retail Liquor Outlet\*
- 04 Best Hotel Bistro Dining\*
- 05 Best Club Bistro Dining
- 06 Best Casual/Family Dining\*
- 07 Best Restaurant\*
- 08 Best Hotel or Pub Operation without Accommodation\*
- 09 Best Mid Range Accommodation\*
- 10 Best Superior Accommodation\*
- 11 Best Hotel Bar Presentation & Service\*
- 12 Best Club Bar Presentation & Service
- 13 Best Sporting Entertainment Venue\*
- 14 Best Redeveloped Accommodation Hotel\*
- 15 Best Redeveloped Licensed Premise\*
- 16 Best Marketed Hotel\*
- 17 Best Marketed Club
- 18 Outstanding Hotel Community Service & Achievement\*
- 19 Outstanding Club Community Service & Achievement
- 20 Hospitality Industry Rising Star Award\*
- 21 Hotelier of the Year
- 22 Clubs NT Manager of the Year
- 23 Best Entertainment Venue\*
- 24 Best Environmental Practice\*
- 25 Best NT Keno Venue
- 26 Best Wayside Inn
- 27 Minister's Award for Responsible Service of Alcohol
  - A < 50 employees
  - B ≥ 50 employees
- 28 Minister's Award for Responsible Service of Gaming
- 29 Best Overall Club - <25 gaming machines
- 30 Best Overall Club - ≥ 25 gaming machines
- 31 Best Overall Hotel - Metropolitan\*
- 32 Best Overall Hotel - Regional\*

## Judging Criteria

Judging of each nominated venue is carried out by a panel of judges. The judges' decision is final and will be based upon the establishment's ability to fulfil the outlined criteria for each category entered, along with the supporting information as presented in the Award submission. The AHA (NT Branch) reserves the right to remove an award category either due to insufficient entries or nominations not being of a required standard.

The AHA (NT Branch) will not be in a position to provide written feedback or scores from the judges.

## Submission Entry Conditions Checklist

Nominees must complete and submit a separate nomination form for each award category entered. An accompanying submission is compulsory for each award nomination.

Each submission must be no longer than 1500 words per category entered. Submissions must address the specific criteria as outlined in this document and must be in an A4 hardcopy format which may include supporting brochures and printed photos. Electronic submissions will not be accepted.

Photographs must be included for each award submission. These are required in hardcopy or DVD format with the written submission.

Nominations not addressing the described criteria will not be considered.

It is a condition of entry that if you have nominated your venue for an award, a representative must be present at the award ceremony on Thursday 3rd June 2010 to receive the award if successful.

**All entries must be received by 4pm Friday 30th April 2010. Under no circumstances will nominations and submissions be accepted after this deadline.**

## 01 Best Hotel Gaming Venue\*

- Décor, design and environment
- Ambience, lighting and sound
- Compatible venue within the overall hotel facility
- Accessibility
- Promotional activities and signage
- Convenient bar location
- Courtesy patrons' facilities – coffee, tea, etc
- Lounge/seating area available
- Courteous, professional and well groomed staff
- Responsible serving of alcohol
- Evidence of responsible gaming service
- Hygiene and cleanliness

## 02 Best Club Gaming Venue

- Décor, design and environment
- Ambience, lighting and sound
- Compatible venue within the overall club facility
- Accessibility
- Promotional activities and signage
- Convenient bar location
- Courtesy patrons' facilities – coffee, tea, etc
- Lounge/seating area available
- Courteous, professional and well groomed staff
- Responsible serving of alcohol
- Evidence of responsible gaming service
- Hygiene and cleanliness

## 03 Best Retail Liquor Outlet\*

- Exterior of building
- Décor, design, layout and characteristics of outlet
- Condition of furniture, fittings & electrical, i.e. shelving
- Ambience, lighting
- Wine tasting provision
- Variety of wines/beers (regional, interstate, imported) spirits, mixers, soft drinks, etc
- Promotional displays and sign writing
- Staff product knowledge
- Professionalism and outstanding customer service
- Staff neatly, cleanly attired and well groomed
- Cleanliness and hygiene

## 04 Best Hotel Bistro Dining\*

### Food

- Presentation, accuracy of description on menu/blackboards
- Menu innovation, selection and diversity, includes daily specials
- Buffet presentation (if applicable)
- Presentation and quality
- Value for money

### Beverage

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

### Service

- Professionalism and customer service
- Staff neatly attired and well groomed

### General

- Décor/design/characteristic
- Popularity of the establishment

- Range of promotional products and activities
- Ambience – audio visual, lighting, music
- Comfort zone for customers
- Hygiene and cleanliness

## 05 Best Club Bistro Dining

### Food

- Presentation, accuracy of description on menu/blackboards
- Menu innovation, selection and diversity, includes daily specials
- Buffet presentation (if applicable)
- Presentation and quality
- Value for money

### Beverage

- Presentation, 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 customer service
- Staff neatly attired and well groomed

### General

- Décor/design/characteristic
- Popularity of the establishment
- Range of promotional products and activities
- Ambience – audio visual, lighting, music
- Comfort zone for customers
- Hygiene and cleanliness

## 06 Best Casual/Family Dining\*

### Food

- Presentation, accuracy of description on menu/blackboards
- Menu innovation, selection and diversity, includes daily specials
- Buffet presentation (if applicable)
- Presentation and quality
- Value for money

### Beverage

- Presentation, accuracy of beverage lists
- 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 customer service
- Staff neatly, cleanly attired and well groomed

### General

- Décor, design, characteristic
- Popularity of the establishment
- Children's' interests catered for – special meals, play corner, colouring books
- Range of promotional products and activities
- Ambience – audio visual, lighting, music
- Comfort zone for customers
- Hygiene and cleanliness

## 07 Best Restaurant\*

### General

- Exterior of restaurant
- Décor, design, characteristic
- Condition of furniture, fittings & electrical
- Ambience, lighting, background music
- Quality of table setting (glassware, crockery and cutlery, table linen)
- Measure of popularity

**(Best Restaurant\* - General cont'd)**

- Market relevance
- Special promotions
- Cleanliness and hygiene

**Food and Beverage**

- Presentation of menu, accuracy in the description of dishes
- Menu innovation, selection and diversity, includes daily specials
- Presentation and quality
- Presentation and accuracy of beverage lists
- Variety of wines beers, spirits, cocktails, soft drinks, coffees
- Variety of wines available by the glass
- Served at the correct temperatures

**Service**

- Professional and outstanding customer service
- Product knowledge (food and wine)
- Courteous and well groomed staff
- Discreet and appropriate

**08 Best Hotel or Pub Operation without Accommodation\***

- No accommodation
- Hotel exterior
- Décor, design, characteristic
- Popularity of the establishment
- Range of promotional products and activities
- Ambience – audio visual, lighting, music
- Comfort zone for customers
- Variety of food and beverage outlets
- Presentation, accuracy of food & beverage lists/blackboard
- Variety of beers, wines, spirits, cocktails, soft drinks, coffees
- Variety of wines available by the glass
- Menu selection, diversity, presentation and quality
- Professional and outstanding customer service
- Staff neatly, cleanly attired and well groomed
- Hygiene and cleanliness

**09 Best Mid Range Accommodation (2 ½ – 3 ½ star) – includes Apartment Style Accommodation\***

- Hotel exterior, design, décor etc
- 2 ½ to 3 ½ star accommodation is located within licensed area
- Ambience
- Clean, tidy, well presented rooms with ensuite facilities
- Fridge minibar, coffee/tea making facilities
- Variety of food & beverage outlets
- Bistro/restaurant available for breakfast, lunch and dinner
- Bar presentation
- Courteous, professional and well groomed staff
- Hygiene and cleanliness

**10 Best Superior Accommodation (4-5 star)\***

- Hotel exterior, design, décor etc
- Professionalism and outstanding customer service
- Courteous, professional and well groomed staff
- Variety of food and beverage outlets & services, including 24 hour room service
- Innovativeness, quality in food & beverage
- Corporate facilities, i.e. business centre, conference rooms, etc
- Recreational facilities, pool, spa, gym etc
- In-house marketing
- Hygiene and cleanliness
- Security and safety

**11 Best Hotel Bar Presentation & Service\***

- Professionalism and customer service
- Staff neatly, cleanly attired and well groomed
- Bar presentation to be of the highest standard
- Variety of beverages
- Availability, selection of food
- Range of promotional products and activities
- Décor, design, characteristics
- Popularity of the establishment
- Comfort and good vibes experience for customers
- Ambience – audio visual, lighting, music
- Hygiene and cleanliness

**12 Best Club Bar Presentation & Service**

- Professionalism and customer service
- Staff neatly, cleanly attired and well groomed
- Bar presentation to be of the highest standard
- Variety of beverages
- Availability, selection of food
- Range of promotional products and activities
- Décor, design, characteristics
- Popularity of the establishment
- Comfort and good vibes experience for customers
- Ambience – audio visual, lighting, music
- Hygiene and cleanliness

**13 Best Sporting Entertainment Venue\***

- 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 televised sports programs
- TAB or Bingo/Keno facilities
- Food and beverage facilities/outlets
- Selection/variety and quality in food and beverage
- Staff neatly, cleanly attired and well groomed
- Professionalism and customer service
- Friendly, courteous and professional staff
- Measure of popularity
- Hygiene and cleanliness

**14 Best Redeveloped Accommodation Hotel\***

- Redevelopment project is complete and has operated under
- refurbished conditions for a minimum of 3 months at time of nomination
- Reason for refurbishment
- Architectural innovation, décor and design features in refurbishment
- Staff efficiency improvements
- Financial gain due to refurbishment
- Total cost of investment and ROI (return on investment)

**15 Best Redeveloped Licensed Premise\***

- Redevelopment project is complete and has operated under
- refurbished conditions for a minimum of 3 months at time of nomination
- Reason for refurbishment
- Architectural innovation, décor and design features in refurbishment
- Staff efficiency improvements
- Financial gain due to refurbishment
- Total cost of investment and ROI (return on investment)

## 16 Best Marketed Hotel\*

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

## 17 Best Marketed Club

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

## 18 Outstanding Hotel Community Service & Achievement\*

- 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

## 19 Outstanding Club Community Service & Achievement

- Active participation and support of community groups and activities
- Promotion of club 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 premise

## 20 Hospitality Industry Rising Star Award\*

- The candidate must have been employed for no less than 6 months prior to nomination
- Be 26 years or younger on the date of the submission/nomination
- Be employed in a supervisor/ management position
- Nominations must demonstrate recognitions received from the industry, training courses the candidate has undertaken or intending to take and show how the candidate has illustrated his/her commitment to the industry.
- A copy of the entrant's curriculum vitae must also be attached to the submission.

## 21 Hotelier of the Year

- Nomination must demonstrate evidence of proficiency, motivation, and dedication to the industry and commitment to the development of the skills of staff through training

- The hotelier must have demonstrated the ability to oversee
- change and development of the venue (e.g. through renovations, change of culture or rebuilding)
- Staff opinion of hotelier
- Qualifications / awards gained
- Outstanding achievements within the field

## 22 Clubs NT Manager of the Year

- Nomination must demonstrate evidence of proficiency, motivation, and dedication to the industry and commitment to the development of the skills of staff through training
- The manager must have demonstrated the ability to oversee change and development of the venue (e.g. through renovations, change of culture or rebuilding)
- Staff opinion of manager
- Qualifications / awards gained
- Outstanding achievements within the field
- Evidence of the manager's ability to increase club membership and successfully market the club

NOTE: Nominations for this category must be endorsed by the Club President

## 23 Best Entertainment Venue\*

### General

- Design, décor, characteristics of venue
- Provides local and/or overseas live entertainment on a regular basis throughout the year (lists of entertainers to be provided)
- Possesses adequate crowd control techniques, safety and security
- Promotion of entertainment, advertising and marketing
- Recognition of entertainers as good performance venue
- Audio visual, lighting, sound, stage and dance floor facilities
- Ambience
- Measure of popularity
- Hygiene and cleanliness
- Food and Beverage
- Food and beverage facilities/outlets
- Selection/variety and quality food and beverage
- Service
- Staff neatly, cleanly attired and well groomed
- Professionalism and outstanding customer service

## 24 Best Environmental Practice\*

- Policies in place at your venue that support environmental best practice
- The use of energy saving devices or practices with regard to water
- The quality and quantity of your in-house recycling programs
- The existence of any environment committee or working party within the venue to address environmental issues

## 25 Best NT Keno Venue

### Service

- Visual prominence and accessibility
- NT Keno Operators customer service
- Knowledge of product
- Efficiency of service

### General

- Keno holders well stocked, presented and readily available

**(Best NT Keno Venue - General cont'd)**

- Keno promotions well supported and supplemented by In-house promotions of the product
- Adherence to Responsible Gambling Code of Practice

**Signage**

- All signage (outdoor, indoor and A-Frame) well located, working and clean
- NT Keno posters displayed
- Million Dollar Club certificates displayed
- Prominence of Keno displayed on the TVs

**26 Best Wayside Inn****Food**

- Value for money
- Presentation & appearance
- Originality and selection, variety
- Use of local/seasonal produce
- Adherence to Food Safety Act

**Service**

- Presentation of staff & premises
- Friendly & courteous
- Appropriate & efficient

**General**

- Measure of popularity
- Characteristics/ambience/décor
- Overall cleanliness of premises
- Unique features/point of difference
- Guest services and information
- Car parking facilities available
- Disabled access

**27 Minister's Award for Responsible Service of Alcohol**

In 2010, there will be 2 subcategories of this Award as follows:

**A - < 50 employees**

**B - ≥ 50 employees**

As a minimum, a nominated venue will be expected to be compliant with all its licence conditions and, where relevant, other legislation governing activity on the premises. A nominated venue will also be rejected if it has had a proven breach against legislation governing the premises within the previous two years. These criteria will be assessed by appropriate staff of Licensing, Regulation and Alcohol Strategy in consultation with the Director of Licensing and NT Police once a submission has been received.

If a nominated venue qualifies it will then be judged in the following context:

The extent to which the venue demonstrates leadership and innovation in reducing alcohol related harm within the industry as evidenced by:

- 1 Practices and processes implemented at the venue that actively support patron care and enhance host responsibility.
- 2 Mechanisms to support staff in preventing alcohol-related harms at the venue, including training and empowering staff to act.
- 3 Management of the physical environment in and around the venue, to prevent/reduce the risk of alcohol-related harms.

Endorsement will also be sought from the police by Licensing, Regulation and Alcohol Strategy that, from a Police perspective, the conduct of business at the premises has been satisfactory.

**28 Minister's Award for Responsible Service of Gaming**

As a minimum, a nominated venue will be expected to be compliant with all its licence conditions and other legislation governing activity on the premises. A nominated venue will also be rejected if it has had a proven breach against legislation governing the premises within the previous two years. These criteria will be assessed by appropriate staff of Licensing, Regulation and Alcohol Strategy in consultation with the Director of Licensing and NT Police once a submission has been received.

If a nominated venue qualifies it will then be judged in the following context:

The extent to which the venue demonstrates leadership and innovation in reducing gambling related harm within the industry as evidenced by:

- 1 Practices and processes implemented at the venue that actively support patron care and enhance host responsibility.
- 2 Mechanisms to support staff in preventing gambling-related harms at the venue, including training and empowering staff to act.
- 3 Management of the physical environment in and around the venue, to prevent/reduce the risk of gambling-related harms.

Endorsement may also be sought from the local helping agencies in that the conduct of the businesses has been satisfactory from a harm reduction perspective.

**29 Best Overall Club - with 25 gaming machines or less****30 Best Overall Club - with over 25 gaming machines**

NOTE: All clubs nominating for ANY category in the 2010 AHA Aristocrat Technologies Awards for Excellence are automatically nominated for Best Overall Club in the relevant categories listed above.

**31 Best Overall Hotel - Metropolitan\***

Metropolitan category encompasses hotels in Darwin and surrounding suburbs (incl. Palmerston).

**32 Best Overall Hotel - Regional\***

Regional category is hotel not falling within metropolitan category.

NOTE: All hotels nominating for ANY category in the 2010 AHA Aristocrat Technologies Awards for Excellence are automatically nominated for the Best Overall Hotel in the relevant categories listed above.

\* = National AHA Awards

# Nomination Form

Please note that a separate nomination form must accompany each submission  
All submissions must be received by 4.00pm Friday 30<sup>th</sup> April 2010 and should be addressed to:

Laura Tucker  
Membership and Marketing Services Officer AHA (NT)  
GPO Box 3270 Darwin NT 0801  
Email: marketing@ahant.com.au

Full name of establishment (as you would like it to appear on award): \_\_\_\_\_

Contact Person: \_\_\_\_\_

Title/Position: \_\_\_\_\_

Telephone No: \_\_\_\_\_ Facsimile No: \_\_\_\_\_

Address: \_\_\_\_\_

Email: \_\_\_\_\_ Website: \_\_\_\_\_

## PLEASE TICK THE CATEGORY THAT YOU WISH TO ENTER:

- |    |   |    |  |
|----|---|----|--|
| 01 | <input type="checkbox"/> Best Hotel Gaming Venue*                           | 18 | <input type="checkbox"/> Outstanding Hotel Community Service & Achievement*  |
| 02 | <input type="checkbox"/> Best Club Gaming Venue                             | 19 | <input type="checkbox"/> Outstanding Club Community Service & Achievement    |
| 03 | <input type="checkbox"/> Best Retail Liquor Outlet*                         | 20 | <input type="checkbox"/> Hospitality Industry Rising Star Award*             |
| 04 | <input type="checkbox"/> Best Hotel Bistro Dining*                          | 21 | <input type="checkbox"/> Hotelier of the Year                                |
| 05 | <input type="checkbox"/> Best Club Bistro Dining                            | 22 | <input type="checkbox"/> Clubs NT Manager of the Year                        |
| 06 | <input type="checkbox"/> Best Casual/Family Dining*                         | 23 | <input type="checkbox"/> Best Entertainment Venue*                           |
| 07 | <input type="checkbox"/> Best Restaurant*                                   | 24 | <input type="checkbox"/> Best Environmental Practice*                        |
| 08 | <input type="checkbox"/> Best Hotel or Pub Operation without Accommodation* | 25 | <input type="checkbox"/> Best NT Keno Venue                                  |
| 09 | <input type="checkbox"/> Best Mid Range Accommodation*                      | 26 | <input type="checkbox"/> Best Wayside Inn                                    |
| 10 | <input type="checkbox"/> Best Superior Accommodation*                       | 27 | <input type="checkbox"/> Minister's Award for Responsible Service of Alcohol |
| 11 | <input type="checkbox"/> Best Hotel Bar Presentation & Service*             |    | A < 50 employees   |
| 12 | <input type="checkbox"/> Best Club Bar Presentation & Service               |    | B ≥ 50 employees   |
| 13 | <input type="checkbox"/> Best Sporting Entertainment Venue*                 | 28 | <input type="checkbox"/> Minister's Award for Responsible Service of Gaming  |
| 14 | <input type="checkbox"/> Best Redeveloped Accommodation Hotel*              | 29 | <input type="checkbox"/> Best Overall Club - < 25 gaming machines            |
| 15 | <input type="checkbox"/> Best Redeveloped Licenced Premise*                 | 30 | <input type="checkbox"/> Best Overall Club - ≥ 25 gaming machines            |
| 16 | <input type="checkbox"/> Best Marketed Hotel*                               | 31 | <input type="checkbox"/> Best Overall Hotel - Metropolitan*                  |
| 17 | <input type="checkbox"/> Best Marketed Club                                 | 32 | <input type="checkbox"/> Best Overall Hotel - Regional*                      |

Submission(s) **must** be attached when submitting this nomination form



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