



HOSPITALITY NT  
ARISTOCRAT TECHNOLOGIES

AWARDS

FOR EXCELLENCE 2024

*Nomination Information*

**ARISTOCRAT**  
GAMING

 **Hospitality NT**

# 2024 HOSPITALITY NT ARISTOCRAT TECHNOLOGIES AWARDS FOR EXCELLENCE NOMINATION ENTRY FORM

The cost for members to enter the Awards is \$149 per venue regardless of how many categories you nominate for.

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:

EMAIL:

CARD NO.:

EXPIRY:  /

CCV:

## 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 Monday 15th April 2024

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

### EMPLOYEE AWARDS – ALL DIVISIONS

- ☐ 1. Front of House Customer Service\*
- ☐ 2. Apprentice/Trainee of the Year
- ☐ 3. Marketing/Sales/Events\*
- ☐ 4. Industry Rising Star of the Year\*

### PUBS & TAVERNS DIVISION

#### SUBMISSION REQUIRED

- ☐ 5. Outstanding Pub/Tavern Community Service & Achievement\*
- ☐ 6. Best Redeveloped Pub\*
- ☐ 7. Best Marketed Pub\*

#### SITE VISIT ONLY

- ☐ 8. Best Pub Style Accommodation\*
- ☐ 9. Best Pub Gaming Venue\*
- ☐ 10. Best Public Hotel Bar Presentation & Service\*

### ACCOMMODATION HOTEL DIVISION

#### SUBMISSION REQUIRED

- ☐ 11. Best Redeveloped Accommodation Hotel\*
- ☐ 12. Outstanding Accommodation Hotel Community Service & Achievement\*
- ☐ 13. Best Marketed Accommodation Hotel\*

#### SITE VISIT ONLY

- ☐ 14. Best Mid Range Accommodation\*
- ☐ 15. Best Superior Accommodation\*
- ☐ 16. Best Backpacker Accommodation\*

### CLUBS DIVISION

#### SUBMISSION REQUIRED

- ☐ 17. Outstanding Club Community Service & Achievement
- ☐ 18. Best Redeveloped Club
- ☐ 19. Best Marketed Club

#### SITE VISIT ONLY

- ☐ 20. Best Club Gaming Venue
- ☐ 21. Best Club Bar Presentation & Service

### ALL DIVISIONS

#### SUBMISSIONS REQUIRED

- ☐ 22. Best All Abilities Venue\*
- ☐ 23. Best Tourism Initiative\*
- ☐ 24. Outstanding Achievement in Training\*
- ☐ 25. Best New Venue

#### SITE VISIT ONLY:

- ☐ 26. Best Draught Beer Quality\*
- ☐ 27. Best Retail Liquor Outlet\*
- ☐ 28. Best Family Friendly Venue
- ☐ 29. Best Sporting Entertainment Venue\*
- ☐ 30. Best Late Night Venue\*
- ☐ 31. Best Live Music Venue\*
- ☐ 32. Best Outdoor Area\*
- ☐ 33. Best NT Keno Venue\*
- ☐ 34. Best TAB Venue \*
- ☐ 35. Best Craft Brewery
- ☐ 36. Best Distillery
- ☐ 37. Best Small Bar
- ☐ 38. Best Wayside Inn/Outback Pub
- ☐ 39. \*\*Best Accommodation Hotel
- ☐ 40. \*\*Best Small Club
- ☐ 41. \*\*Best Large Club
- ☐ 42. \*\*Best Regional Hotel
- ☐ 43. \*\*Best Metropolitan Hotel

\*Winners may be eligible to receive entry into the 2024 AHA National Awards for Excellence.

\*\*Entry to this category will be automatic upon nominations in the submission based categories and especially the relevant Community Service Category to be considered.

EMAIL admin@hospitalitynt.com.au

#### POST

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

#### DELIVERY

23 / 24 Cavenagh Street  
DARWIN NT 0800

# WELCOME

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 nominations from taverns, clubs, accommodation hotels, restaurants, wayside inns, bars, breweries and distilleries.

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

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 great marketing and advertising opportunities. All award winners are presented with a certificate and trophy for display in the venue as well as winners logo which can be used for any digital marketing.

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 Mindil Beach Casino Resort, Darwin on **Tuesday 21st May 2024.**

More details of this spectacular event, including ticket information will be released in April.

*Please note it is a condition of entry that if you have nominated your venue or employees for an Award, a representative must be present at the Awards Dinner to receive the Award if successful.*

## IMPORTANT DATES

**Nominations Close:**  
Midday Monday 15th  
April 2024

**Awards Dinner:**  
Tuesday 21st May 2024



## AHA NATIONAL AWARDS

Those successful in specific categories may qualify as finalists at the AHA National Awards for Excellence, being held on Monday 25th November at The Star Brisbane.

Please note that there are costs associated with National submissions and you will be contacted after the Hospitality NT Awards for Excellence to confirm eligibility.

## JUDGING

Judging is conducted by a panel of industry peers appointed by 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 applicants ability to fulfill 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.

### NOTE

Entry into the Best Overall categories will only be open to venues who enter submission based categories and the Employee Awards. Venues who especially nominate in the Community Service & Achievement category will also be highly regarded.

### FEES

The cost for members to enter the awards is \$149 per venue, regardless of how many categories you nominate for.

To be eligible to enter the Hospitality NT Awards for Excellence program you must be a current financial member at the time of nomination and the awards evening.

### FOR ALL ENQUIRIES PLEASE CONTACT

Leisa Marshall  
08 8981 3650  
admin@hospitalitynt.com.au



# WRITTEN SUBMISSION ENTRY CHECKLIST

## ENTRY FORM

### SUBMISSION

An accompanying submission is compulsory for selected categories (refer overleaf).

**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).

You are encouraged to include pictures, documents and evidence to support the information included in your submission eg. brochures and printed photos.

#### Tips...

- Keep the comments concise and relevant. The last thing the judges want to read is pages of irrelevant information, dot points are okay. 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) 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 MONDAY  
15TH APRIL 2024**

#### EMAIL

admin@hospitalitynt.com.au

#### POST

Hospitality NT  
Aristocrat Technologies  
Awards for Excellence

Hospitality NT  
GPO Box 3270  
DARWIN NT 0801

#### DELIVERY

Hospitality NT  
Office 23 / 24 Cavenagh Street  
DARWIN

8:30am - 4:30pm  
Monday to Friday



# EMPLOYEE AWARDS

All entries must be received by midday Monday 15th April 2024. All nominations must include a high quality photo of the employee nominated, in order for us to promote the Awards.

**Judges will assess the written submission for each nominee, including:**

- Your current position and the venue you work at. Details of roles and responsibilities and the size and style of your venue.
- Length of service.
- Employee's service delivery standards. Approach to customer service and any feedback from customer and or managers.
- Teamwork and contribution to the workplace.
- Examples of your contributions to the industry. This could include involvement in apprenticeships, engagement with school career fairs, or participation in industry associations and events.
- Training and relevant experience - can be anything from qualifications, volunteering, formal training, supervisory roles assisting less experienced staff etc.
- Dedication to career development and self improvement
- What are your top two career accomplishments so far. What achievements are you most proud of?

During the judging process the judges may seek additional information or verify the nominee's work history and overall performance.

Please note all winners will be announced at the Awards for Excellence Gala Dinner on Tuesday 21st May 2024 at Mindil Beach Casino Resort. It is a condition of entry that if you are nominated for an Award, you must be present at the Awards Dinner to receive the Award if successful.

## 1. FRONT OF HOUSE CUSTOMER SERVICE\*

***This category recognises a Front of House Employee who demonstrates service excellence, who is friendly, professional and knowledgeable. It 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 Beverages, 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 CV/resume and can address the criteria in the red box in their submission.

## 2. APPRENTICE/TRAINEE OF THE YEAR

***The Apprentice/Trainee of the Year Award is awarded to an individual who is undertaking an apprenticeship/traineeship and has been outstanding in all aspects of their training.***

***Nomination Criteria***

- Apprentice /Trainee 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 2024.**
- Employee must be nominated by his/her employer;
- Employee must submit a CV/resume and can address the criteria in the red box in their submission.

## 3. MARKETING/SALES/ EVENTS\*

***This category is to reward an employee who has displayed professional excellence within marketing, sales and 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 CV/resume and can address the criteria in the red box in their submission.

## 4. INDUSTRY RISING STAR OF THE YEAR

***This category is to reward an employee 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.***

***Nomination Criteria***

- 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 30 years or younger on the date of the submission/nomination.
- Employee must submit a CV/resume and can address the criteria in the red box in their submission.

# PUBS & TAVERNS DIVISION

## 5. OUTSTANDING PUB COMMUNITY SERVICE & ACHIEVEMENT\*

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

**Please note:** Judging for this category will be based solely on a written submission.

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

- Active sponsorship & support of community groups
- Promotion of hospitality industry to community and groups
- Demonstrate the high profile the hotel has achieved through community work; e.g. copy of correspondence to local newspapers, Members of Parliament, local councils, etc.
- Funds collected for the community
- Participation in the local community eg. Fundraisers, recycling initiatives, clean-up days, providing stock to local community events

## 6. BEST REDEVELOPED PUB\*

*This category recognises innovation and effectiveness in a redeveloped general division hotel.*

**Please note:** The judging process for this category will rely on a written submission. An anonymous site visit may also be conducted.

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

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

## 7. BEST MARKETED PUB\*

*This category recognises venue excellence regarding the approach taken to market their Hotel via a number of 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 on a 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

## 8. BEST PUB STYLE ACCOMMODATION\*

*This category recognises hotels that have accommodation offered as part of the venue. It may be a standalone offer, or in the same building but must be as part of the overall hotel. It may offer guests shared facilities and must provide food and beverage for guests.*

**Please note:** Nominees will be judged on an anonymous site visit conducted between April and May 2024. TripAdvisor ratings and comments will also be taken into consideration.

**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
- Environmental sustainability
- Overall customer experience

## ACCOMMODATION HOTEL DIVISION

### 11. BEST REDEVELOPED ACCOMMODATION HOTEL \*

*This category recognises innovation and effectiveness in a redeveloped accommodation division hotel.*

**Please note:** The judging process for this category will rely on a written submission. An anonymous site visit may also be conducted.

**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
- Environmental sustainability

### 12. OUTSTANDING ACCOMMODATION HOTEL COMMUNITY SERVICE & ACHIEVEMENT \*

*This category is to recognise excellence by an Accommodation Hotel in providing a wide range of support for their local community.*

**Please note:** Judging for this category will be based solely on a written submission.

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

- Active sponsorship and support of community groups
- Promotion of hospitality industry to community and groups
- Demonstrate the high profile the hotel has achieved through community work; e.g. copy of correspondence to local newspapers, Members of Parliament, local councils, etc.
- Funds collected for the community
- Participation in the local community eg. Fundraisers, recycling initiatives, clean-up days, providing stock to local community events

### 9. BEST PUB GAMING VENUE\*

*This category recognises excellence in Gaming Rooms within a Hotel. 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.*

**Please note:** Nominees will be judged solely on an anonymous site visit during April and May 2024.

**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 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
- Evidence of Responsible Gaming Service
- Range and quality of food and beverages within Hotel
- Décor and design characteristics of venue
- Condition of furniture & electrical
- Popularity of the establishment
- Comfortable and positive experience for customers
- Ambience – audio visual, lighting, music
- Hygiene and cleanliness

### 10. BEST PUBLIC BAR PRESENTATION & SERVICE\*

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

**Please note:** Nominees will be judged on an anonymous site visit conducted between April and May 2024. TripAdvisor ratings and comments will also be taken into consideration.

**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
- 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 and electrical
- Popularity of the establishment
- Comfortable and positive experience for customers
- Ambience – audio visual, lighting, music
- Hygiene and cleanliness



## 13. BEST MARKETING ACCOMMODATION HOTEL \*

*This category recognises venue excellence regarding the approach taken to market their Hotel via a number of 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 on a 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

## 14. BEST MID RANGE ACCOMMODATION \*

**(2 ½ – 3 ½ star) – includes Apartment Style Accommodation**

*This category recognises hotels offering quality accommodation and service at the level specified. There is a high emphasis placed on customer service and the quality and décor of the accommodation. The venue must offer a hotel bar on-site for patrons to enjoy.*

**Please note:** Nominees will be judged on an anonymous site visit conducted between April and May 2024. TripAdvisor ratings and comments will also be taken into consideration.

**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 the venue
- Breakfast Offerings
- Environmental sustainability
- Hotel Bar facilities and service
- Overall customer experience

## 15. BEST SUPERIOR ACCOMMODATION \*

*This category recognised hotels offering superior style accommodation. Nominees in this category will demonstrate a range of services and facilities which are deemed to be above average in quality. Special attention will be given to service and those little extras that make the guest experience a memorable one.*

**Please note:** Nominees will be judged on an anonymous site visit conducted between April and May 2024. TripAdvisor ratings and comments will also be taken into consideration.

**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 the venue
- Breakfast Offerings
- Environmental sustainability
- Hotel Bar facilities and service
- Overall customer experience

## 16. BEST BACKPACKER/ BUDGET ACCOMMODATION \*

*This category recognised venues offering backpacker style budget accommodation. Nominees in this category will demonstrate a range of services and facilities that appeal to the backpacker or youth/adventure demographic.*

**Please note:** Nominees will be judged on an anonymous site visit conducted between April and May 2024. TripAdvisor ratings and comments will also be taken into consideration.

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

- Facilities, ambience and décor
- Reservation services including accuracy
- Customer service throughout the venue
- Housekeeping and general cleanliness
- Food and Beverage offerings at the venue
- Environmental sustainability
- Overall customer experience

# CLUBS DIVISION

*(Please note that Club winners are not eligible for any category in the AHA National Awards).*

## 17. OUTSTANDING CLUB COMMUNITY SERVICE & ACHIEVEMENT

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

**Please note:** Judging for this category will be based solely on a written submission.

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

- Active Sponsorship and support of community groups
- Promotion of hospitality industry to community groups
- Demonstrate the high profile the Club has achieved through community work; e.g. copy of correspondence to local newspapers, Members of Parliament, local councils, etc.
- Funds collected for the community
- Participation in the local community eg. Fundraisers, recycling initiatives, clean-up days, providing stock to local community events

## 18. BEST REDEVELOPED CLUB

**This category recognises innovation and effectiveness in a redeveloped club**

**Please note:** The judging process for the category will rely on a written submission. An anonymous site visit may also be conducted.

**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
- Environmental sustainability

## 19. BEST MARKETING CLUB

**This category recognises venue excellence regarding the approach taken to market their Club via a number of 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 on a 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 Club 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

## 20. BEST CLUB GAMING VENUE

**This category recognises excellence in Gaming Rooms within a club. 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 Club.**

**Please note:** Nominees will be judged solely on an anonymous site visit during April and May 2024.

**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 Gaming knowledge & 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
- Evidence of Responsible Gaming Service
- Range and quality of food and beverages within venue
- Décor and design characteristics of venue
- Condition of furniture and electrical
- Popularity of the establishment
- Comfortable and positive experience for customers
- Ambience – audio visual, lighting, music
- Hygiene and cleanliness

## 21. BEST CLUB BAR PRESENTATION & SERVICE

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

**Please note:** Nominees will be judged on an anonymous site visit conducted between April and May 2024. TripAdvisor ratings and comments may also be taken into consideration.

**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
- 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 and electrical
- Popularity of the establishment
- Comfortable and positive experience for customers
- Ambience – audio visual, lighting, music
- Hygiene and cleanliness

## ALL DIVISIONS

### 22. BEST ALL ABILITIES VENUE\*

*This category recognises that patrons have different accessibility needs. A truly accessible and inclusive venue goes beyond the built environment and considers the varying needs and greater inclusion of people with disability.*

**Please note:** Judging for this category will be based on a written submission. An anonymous site visit may also be conducted.

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

- Venue facilities such as accessible parking, clear pathways and entrance areas. Pool, gym and sauna accessible. Gaming, outdoor areas and ATM accessible. Suitable bathrooms and amenities.
- Bookings & reservations. Reservation process, online or other, allows the ability to request for access needs, quieter area, close to elevator etc
- Staff services. Are staff trained to assist guests with access requirements? Do staff understand different ways to communicate with people with disability.
- Guest rooms facilities and inhouse food services
- Marketing and advertising of the venue accessibility

### 23. BEST TOURISM INITIATIVE\*

*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 visitation and provide visitors with an overall great, hospitable experience.*

**Please note:** Judging for this category will be based solely on a 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 visitation

### 24. OUTSTANDING ACHIEVEMENT IN TRAINING\*

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

**Please note:** Judging for this category will be based solely on a written submission.

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

- Contribution to professionalism in the hospitality industry
- Training initiatives meet industry needs
- Conducting internal and external training
- Retention of staff as a result of initiatives
- Level of multi-skilled staff as direct result of training
- Assessment of training and skills

### 25. BEST NEW VENUE

*This category recognises innovation and effectiveness in a 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 (and opened after 1 May 2023)
- Architectural innovation, decor and design features, quality of finishes and attention to detail
- Ambience, lighting, music
- High level of customer service
- Popularity of the venue
- Range of beverages
- Environmental and energy saving considerations

### 26. BEST DRAUGHT BEER QUALITY\*

*This award recognises the Northern Territory venue that serves the best beer on tap.*

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

- 50% Site inspection of back of house areas & coolrooms
- 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**

- OH&S
- Do you have a working CO2 monitor installed?
- Is your gas board AS5034 compliant?
- Are your gas regulators vented to atmosphere?
- If beer pumps are fitted, are the beer pumps exhausts vented to atmosphere?
- 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 and temperature
- True to type (taste, aroma, texture)

## ALL DIVISIONS

### 27. BEST RETAIL LIQUOR OUTLET\*

***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.***

**Please note:** Nominees will be judged solely on an anonymous site visit between April and May 2024 and venues from both Darwin and regional areas are eligible.

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

- General layout and stock presentation of venue
- Decor 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 manner of staff

### 28. BEST FAMILY FRIENDLY VENUE

***This category recognises a venue offering a family friendly environment which provides dining and entertainment facilities for the whole family.***

**Please note:** Nominees will be judged on an anonymous site visit conducted between April and May 2024. TripAdvisor ratings and comments will also be taken into consideration.

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

- Decor, design, characteristics, lighting, music
- Popularity of the establishment
- Range of promotional products and activities
- Growth factor and marketing
- Evidence of a variety of activities and equipment - high chairs, games or play rooms, kids corner, covered play areas
- Offer of family friendly entertainment - activities at table, colouring in, movies, special events (jumping castle, face painting, petting zoo)
- Children's interests catered for - special meals, staff interaction
- Hygiene and cleanliness of premises

### 29. BEST SPORTING ENTERTAINMENT VENUE\*

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

**Please note:** Finalists will be judged on an anonymous site visit conducted during April and May 2024.

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

- Venue - decor, cleanliness and facilities
- Staff & Service - welcome/goodbye, presentation, efficient, RSA knowledge of sporting events
- Food - selection, price, diversity
- Beverage - price and diversity
- Integration of sporting vision throughout the venue
- Adequate external promotion of sporting facilities
- Sporting theme relative to target market
- Live sport being shown through the venue
- Relationships with sporting clubs
- Displays of sporting memorabilia on-site

### 30. BEST LATE NIGHT VENUE\*

***This category recognises excellence in a venue that offers late trading hours and unique services attracting late night patrons.***

**Please note:** Nominees will be judged solely on an anonymous site visit conducted during April and May 2024.

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

- 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



## ALL DIVISIONS

### 31. BEST LIVE MUSIC VENUE\*

*This category recognises excellence in a venue that offers patrons live music entertainment options.*

**Please note:** Finalists will be judged solely on an anonymous site visit conducted during April and May 2024. To assist with judging venues should state on which night/s live music 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, decor and lighting
- Cleanliness of premises
- Staff friendliness and courteous
- Knowledge of Responsible Serving of Alcohol
- Outstanding presentation & customer service
- Knowledge of performers
- 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

### 32. BEST OUTDOOR AREA

*This category recognises excellence in venues which provide an outdoor area. Emphasis is placed on total customer experience specific to the compliance and appropriateness of the outdoor facility offer.*

**Please note:** Nominees will be judged on an anonymous site visit conducted during April or May 2024.

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

- 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 venue
- 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
- Staff & service - presentation, level of engagement, efficient service levels, professionalism

### 33. BEST NT KENO VENUE\*

*This category recognises excellence in Keno offerings within a venue. It places significant emphasis on the overall quality of the customer experience, including food, beverages, customer service specifically regarding the Keno facilities area of the venue.*

**Please note:** Nominees will be judged solely on an anonymous site visit during April and May 2024 and venues from both metropolitan and regional centres are eligible.

**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 Keno patrons
- Range and quality of food and beverages
- Decor 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 Keno patrons
- Bar area in close proximity to Keno playing areas
- In-house promotions and communication activities
- Effective Signage

### 34. BEST TAB VENUE\*

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

**Please note:** Nominees will be judged solely on an anonymous site visit during April and May 2024 and venues from both metropolitan and regional centres are eligible.

**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
- Decor and design characteristics
- Condition of furniture, fittings & electrical
- Popularity of the establishment
- Comfortable and positive experience for customers
- Ambience - audio visual, lighting, music
- Presentation and cleanliness of outlet & TAB area
- Lounge/seating area available for TAB patrons
- Bar area in close proximity to TAB area
- In-house promotions and communication activities
- Effective Signage
- Growth of TAB turnover, over previous years with explanation of contributing factors to sales growth

## ALL DIVISIONS

### 35. BEST CRAFT BREWERY

***This category will recognise a Craft Brewery that delivers excellence across all areas of their operation.***

***Please note:*** Nominees will be judged on an anonymous site visit conducted between April and May 2024. TripAdvisor ratings and Google Reviews and comments will also be taken into consideration.

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

- Distinctive features of the venue (eg decor, design characteristics, unique theming)
- Beverage experience and quality of offerings
- Popularity of venue and alignment to local market
- Professionalism and outstanding customer service (staff friendly and knowledgeable)
- Availability of a selection of food
- Hygiene and cleanliness
- Social Media presence and website

### 36. BEST DISTILLERY

***This category will recognise distillery that delivers excellence across all areas of their operation.***

***Please note:*** Nominees will be judged on an anonymous site visit conducted between April and May 2024. TripAdvisor ratings and Google Reviews and comments will also be taken into consideration.

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

- Distinctive features of the venue (eg decor, design characteristics, unique theming)
- Beverage experience and quality of offerings
- Popularity of venue and alignment to local market
- Professionalism and outstanding customer service (staff friendly and knowledgeable)
- Availability of a selection of food
- Hygiene and cleanliness
- Social Media presence and website

### 37. BEST SMALL BAR

***This category will recognise a Small Bar that deliver excellence across all areas of their operation.***

***Please note:*** Nominees will be judged on an anonymous site visit conducted between April and May 2024. TripAdvisor ratings and Google Reviews and comments will also be taken into consideration.

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

- Distinctive features of the venue (eg decor, design characteristics, unique theming)
- Beverage experience and quality of offerings
- Popularity of venue and alignment to local market
- Professionalism and outstanding customer service (staff friendly and knowledgeable)
- Availability of a selection of food
- Hygiene and cleanliness
- Social Media presence and website

### 38. WAYSIDE INN / OUTBACK PUB

***This category recognises regionally remote and smaller wayside inns and stand-alone outback pubs that deliver excellence across all areas of their operation.***

***Please note:*** Nominees will be judged on an anonymous site visit conducted between April and May 2024. TripAdvisor ratings and comments will also be taken into consideration.

***Judges will be looking for the following:***

- 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 and fuel services

## OVERALL AWARDS

*Entry into the Best Overall categories will be automatic – no submission required.*

*Venues who enter submission-based categories, including the employee awards and especially the Community Service category will be highly regarded*

### 39. \*\*BEST ACCOMMODATION HOTEL

*This category recognises Accommodation Hotels 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.*

### 40. \*\*BEST SMALL CLUB

*This category recognises small Clubs 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. Clubs will be delivering a good range of high-quality services and will set the benchmark in Club and hospitality excellence.*

### 41. \*\*BEST LARGE CLUB

*This category recognises large Clubs 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. Clubs will be delivering a good range of high-quality services and will set the benchmark in Club and hospitality excellence.*

### 42. \*\*BEST REGIONAL HOTEL

*This category recognises Hotels/Pubs in a Regional area 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.*

### 43. \*\*BEST METROPOLITAN HOTEL

*This category recognises Hotels/Pubs in the Darwin/ Palmerston/Coolalinga area 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.*

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