

BEST GAMING VENUE - METROPOLITAN

Nomination Cost: \$149.00 (inc. GST)

Nomination Criteria and Submission Requirements

This category is for venues that are located within an urban population of more than 150,000 people. Metropolitan includes areas such as Brisbane, The Gold Coast, Sunshine Coast, Townsville, Ipswich and Cairns. It places significant emphasis on the overall quality of the customer experience specifically regarding the gaming facilities area of the hotel. Start the submission with a paragraph that describes your venue including brief history of how you came to be and points of difference/what makes your property special. This is where the judges will gain an understanding of how you fit into this category. It is important to clearly demonstrate your eligibility by aligning with the judging criteria found below. It is recommended that each judging point is addressed with a sentence or two outlining your suitability.

Additional documents

1. 3 x High Resolution images of the property relevant to the nomination category

Judge Assessment Marks

Judges will base their assessment on a range of areas from both the submission and their anonymous visit including, but not exclusive to, the following:

Layout, Décor and Privacy

Explain any elements of décor and atmosphere that allow for character, ambience and privacy throughout your property. This could include background music, layout, lighting and furnishing placement.

Patron Comfortability

Use this section to provide information on how your property ensures comfortability and a positive experience for all customers. This could include the design choices behind any lounge/seating areas available for gaming patrons, the bar and smoking locations in proximity to the gaming areas, tea and coffee stations and service.

Staff

This can include how you are committed to quality customer service throughout all areas of the business such as staff training, service principles and policies and staff reward systems. Elaborate on any client liaison officers within the venue and/or additional staff training to assist with these roles.

Food and Beverage offerings at venue

Use this section to elaborate on any food and beverage offerings within the gaming section of your venue.

In-house promotions and communication activities

This section can include information on what's on guides, TVs / screens, apps or posters and the overall consistency of continuing marketing and in-house promotions and communication activities.

Evidence of Responsible Gaming Service

Provide information and evidence on how your venue upholds RSG requirements and adheres to Queensland regulations in regard to the responsible service of gaming. This can include information on ongoing staff RSG training, encouragement of breaks in play, exclusion policies and any other in-house procedures.