

## **BEST MEETING AND EVENTS VENUE**

**Nomination Cost: \$149.00 (inc. GST)**

### **Nomination Criteria and Submission Requirements**

Function areas are determined as specially designed areas, or 'closed' private function rooms. Partial closure/reservation of a public area does not constitute a function facility eligible for this award.

Function areas may include indoor and/or outdoor settings and features. 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.

**Please note:** Shortlisted venues will be contacted by judges to attend a site visit between February – April 2024.

### **Additional documents**

1. 3 x High Resolution images of the relevant function spaces
2. Sales kit (If applicable) with contact details to book a site inspection
3. Function and event menus

### **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:**

#### **Administration and Booking process**

*Describe the administration procedures used to manage function bookings, and the on-the-day management of functions. This section can include any upgrade or specific offerings when booking and planning the function and how the team ensure that these requests are accurately recorded to be delivered on the day.*

#### **Variety of function spaces and package options**

*Include room and function facilities and capacities as well as current packages on offer. Be sure to elaborate on any custom packages on offer available for guests to mix and match. Include any AV, room sets, staging and furniture / build information. Elaborate on technical support and special requirements.*

**Staff knowledge and professionalism**

*This can include how you are committed to staff culture and quality customer service throughout all areas of the business such as staff training (Customer service, RSA, food handling, event coordination), service principles and policies, staff reward systems, uniforms and product knowledge. Consider all points of customer engagement. Comment on the makeup of your functions staff team and the image they portray to the public via presentation, attitudes, and service.*

**Food and Beverage offerings at venue**

*Use this section to elaborate on the variety and dietary flexibility throughout your function menus. Judges will base their feedback on a variety of criteria including presentation, pricing, and variety of offerings. Function Food and beverage menus should also be included as part of your submission.*

**General appearance, design and décor of the facility**

*Explain any elements of décor and design in the property that make your property unique. Describe any initiatives that have been made to the property that allow for character and atmosphere such as music, scents, lighting and visuals.*

**Effective promotion of facilities, including online presence**

*Use this section to provide data and information on all marketing campaigns both current and from the previous 6-12 months. Provide data and information on how the campaigns have succeeded. This section can also include any marketing / promotions calendars, strategies and/or creative development processes involved.*

**Environmental sustainability**

*Use this section to elaborate on how your property is environmentally conscious and sustainable in events such as recycling policies, water and energy efficient fixtures, waste management efforts, packaging, resource recovery efforts and inhouse gardens.*

**Measuring Success**

*Provide information as to how your venue measures success of your function facility, such as feedback processes. Use this section to provide evidence of a recent successful function held at your venue.*

**Testimonials**

*This section can include testimonials from previous guests, clients or media articles. This can be online feedback or feedback sent or captured directly from guests.*