

## **BEST SUITE OR APARTMENT HOTEL**

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

**\$149.00 Nomination Fee + Invoice of Accommodation**

Hotels nominating in this category will be invoiced to reimburse one night's accommodation - standard room, parking, breakfast, one drink and room service option (value of \$30)

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

Nominations for this category can come from both regional and metropolitan venues. Start the submission with a paragraph that describes your venue including a 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:**

#### **Reservations**

*You will be judged from the moment that the judge makes a reservation at your property. Include information on how your booking process allows to best understand the reason for a guest stay. This section can include any upgrade or specific offerings when booking and how guests are given this option e.g. How do you determine an upgrade? Do staff ask for a specific reason for guest stays, such as a birthday or anniversary? Can bassinets / cribs be booked prior to arrival? Elaborate on how the team ensure that these requests are accurately recorded and delivered for the guest arrival.*

#### **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. Consider all points of customer engagement e.g. email, phone, guest greetings/welcome and interaction during and after the experience.*

#### **Overall suite or apartment design**

*This can include information on the overall process involved with the suite or apartment design, spatial layout, and functionality. Explain how the room elements have been curated to ensure that the guests' comfort is at the forefront. Use this section to highlight PowerPoints/USB port locations, window/balcony views, furnishing layout and sizes, fittings, finishes and any other design elements that add to the excellence of your rooms.*

**Suite or apartment facilities**

*Kitchen inclusions will be held of high regard during the judges visit. List items included within the apartment such as a microwave, fridge, ice availability and number of cutlery items that are within. Use this section to elaborate on other in-room facilities such as a laundry or workspace.*

**Cleanliness and presentation of rooms including ensuite facilities**

*This can include information on general cleaning policies and changes that have been implemented since the pandemic started. As the public are now more aware of hygiene and cleanliness in public spaces, elaborate on the systems and presentation policies that are used to ensure that guest rooms have been cleaned and presented effectively prior to check in.*

**General hotel facilities.**

*List all hotel facilities that add to the deluxe guest experience. For example, reception, pools, gym, function/event spaces, or spa services.*

**In house operator services**

*How can guests contact hotel staff if required? Can guests request additional items, such as cutlery, if needed? Use this section to explain any inhouse systems that ensure guests can be catered for.*

**Environmental sustainability**

*Use this section to elaborate on how your property is environmentally conscious and sustainable including both staff activities undertaken as well as recycling policies, water and energy efficient fixtures, waste management efforts, packaging, resource recovery efforts or inhouse gardens.*

**Testimonials**

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