

# QHA

QUEENSLAND HOTELS ASSOCIATION

# AWARDS

2019



# AWARDS FOR EXCELLENCE



ENTRANT INFORMATION CATEGORIES & CRITERIA  
NOMINATIONS CLOSE 5 JULY 2019



## FROM THE QHA PRESIDENT

It is my pleasure to invite all members to nominate for the Queensland Hotels Association 2019 Awards for Excellence.

In 2018, we welcomed a record crowd of 1,200 people at the awards Gala, with a record number of nominating venues competing for honours across the 43 award categories. Although there can only be one winner on the night, the achievements of being a finalist should not be underestimated. Each year our members report a boost in staff morale, increased team spirit and a powerful motivational tool to improve on these efforts year-on-year through participating in this program.

The Awards for Excellence program also provides you with an opportunity to showcase your venue and your staff to your peers and industry supporters and, for the winners, the chance to achieve public recognition as the best in the business.

Members should be proud of the important role our Queensland venues play within our communities as places of employment, social inclusion and contributors towards the states thriving tourism economy.

The Awards for Excellence has truly become a showcase for our industry and I encourage all members to consider "having a go". The nomination process is not onerous and the straightforward nomination process is outlined in the centre of this booklet.

I would like to thank the continued support of our partners, and in particular our Platinum Partners ALM, Aristocrat, Carlton & United Breweries, IGT, Intrust Super, Keno, Lion and TAB. Your ongoing support is integral towards the success of the program, and the QHA overall.

I look forward to celebrating your achievements and I hope to see you at the 2019 QHA Awards for Excellence Gala Dinner on Monday 14th October at the Brisbane Convention & Exhibition Centre.

**TOM MCGUIRE AM, QHA PRESIDENT**

# 2019 AWARD CATEGORIES

## LIQUOR & BAR AWARDS

- 4 Best Traditional Hotel Bar
- 5 Best Boutique Bar
- 6 Best Themed Bar
- 7 Best Entertainment Venue
- 8 Best Bush Pub
- 9 Best Outdoor / Non-Enclosed Facility
- 10 Best Draught Beer
- 11 Best On-Premise Liquor Outlet
- 12 Best Detached Bottleshop

## GAMING AWARDS

- 13 Best Keno Venue
- 14 Best PubTAB Venue
- 15 Best Gaming Venue

## RESPONSIBLE PRACTICE

- 16 Responsible Service - Gaming
- 18 Responsible Service - Alcohol

## DEVELOPMENT AWARDS

- 20 Best Redeveloped Licensed Premises
- 22 Best Redeveloped Accommodation Hotel/Resort

## FUNCTIONS AWARD

- 24 Best Meetings & Events Venue

## ACCOMMODATION AWARDS

- 30 Best Pub-Style Accommodation
- 31 Best Mid-Range Accommodation
- 32 Best Superior Accommodation
- 33 Best Boutique Accommodation
- 34 Best Deluxe Accommodation
- 35 Best Suite / Apartment Accommodation

## EMPLOYEE AWARDS

- 36 Administration Employee of the Year
- Guest Services Employee of the Year
- Food & Beverage Employee of the Year
- Chef of the Year
- 38 Hotel Industry Rising Star

## DINING AWARDS

- 39 Best Casual Dining
- 40 Best Restaurant
- 42 Best Prestige Restaurant

## ENVIRONMENT & COMMUNITY

- 43 Best Environmental Practice
- 44 Best Marketed Hotel
- 45 Outstanding Achievement in Training
- 46 Workplace Health & Safety Award
- 47 Outstanding Community Service & Achievement

## PREMIUM AWARDS

- 48 QHA Hall of Fame
- 49 Overall Hotel of the Year
- 50 Hotelier of the Year



The winning hotel of a category marked with this AHA symbol will progress to be a finalist in the next AHA National Awards for Excellence.

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**EVERY NOMINATING HOTEL MUST FILL OUT AND RETURN THE NOMINATION ENTRY FORM, WHICH IS ON PAGE 26-27 OF THIS BOOKLET. THIS FORM IS ALSO AVAILABLE ON THE QHA WEBSITE.**

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## BEST TRADITIONAL HOTEL BAR

The nominees in this category are bars within multi-faceted hotel businesses, and would ordinarily have a gaming operation, wagering, and a liquor outlet.

**DESCRIBE AND DEMONSTRATE YOUR HOTEL'S BAR PRESENTATION AND SERVICE, ADDRESSING THE FOLLOWING POINTS:**

- Outstanding customer service
- Bar presentation of the highest standard
- Staff neatly and cleanly attired
- Staff product knowledge
- Efficiency of bar staff
- Popularly patronised
- Comfort for customers
- Atmosphere, lighting, ambience
- Range of promotional products
- Availability and quality of food offering
- Hygiene and cleanliness
- Responsible service and practices.



# BEST BOUTIQUE BAR

The nominees in this category are venues whose primary offering is the service of liquor and food, and which would not ordinarily offer other facilities such as gaming and wagering. Accommodation Hotel bars also fit in this award category.

### **DESCRIBE AND DEMONSTRATE YOUR HOTEL'S BAR PRESENTATION AND SERVICE, ADDRESSING THE FOLLOWING POINTS:**

- Outstanding customer service
- Bar presentation of the highest standard
- Staff neatly and cleanly attired
- Staff product knowledge
- Efficiency of bar staff
- Popularly patronised
- Comfort for customers
- Atmosphere, lighting, ambience
- Range of promotional products
- Availability and quality of food offering
- Hygiene and cleanliness
- Responsible service and practices.





## BEST THEMED BAR

**DESCRIBE YOUR THEMED BAR (I.E. CRAFT BEER, SPORTS, IRISH), AND DETAIL WHAT MAKES IT SO SPECIAL, ADDRESSING THE FOLLOWING POINTS:**

- Highlight the design concept for the theme and atmosphere of your bar
- Describe how the theme is achieved, i.e. furnishings, décor
- Include copies of your food and beverage menus, if in keeping with the theme
- Provide information regarding promotions, advertising and marketing for the themed bar
- Specify any unique products or services which define the theme and which are not ordinarily available in other venues.



# BEST ENTERTAINMENT VENUE

**DESCRIBE YOUR HOTEL'S ENTERTAINMENT FACILITIES AND OFFERING,  
ADDRESSING THE FOLLOWING POINTS:**

## GENERAL

- Local and/or overseas live entertainment playing on a regular basis throughout the year
- Adequate crowd control techniques
- Promotion of entertainment (advertising and marketing)
- Recognition by entertainers as a quality performance venue
- Lighting, sound, stage and dance floor facilities if applicable
- Level of patronage by customers

- Integration of entertainment with other venue offerings
- Patron and performer safety.

## FOOD & BEVERAGE

- Selection and variety of quality food and beverage.

## SERVICE

- Friendly, courteous, efficient and professional staff
- Bar layout and ease of service.

MOONIE CROSSROADS HOTEL  
2018 WINNER



## SPECIAL NOTES ABOUT THIS CATEGORY:

Size doesn't matter. It's the way you do it, not what you do. Entrants need not have all the facilities of a bigger hotel (i.e. dining) to be a winner. This award is about doing the very best with what you've got and promoting the bush pub as the heart of the local community whilst, at the same time, maintaining a viable business.

# BEST BUSH PUB

This award recognizes smaller, stand alone bush pubs located in or near a rural town or village, or which are located in isolated bush settings. Entrant hotels will typically be independently operated, with a total staff of no more than a dozen people, and located away from major population centres. If located in a township, that town must have a population of no more than 5,000 residents (town not shire). Hotels located in coastal towns, on off-shore islands, and trading as roadhouses are eligible to enter this category.

## DESCRIBE YOUR BUSH HOTEL AND ITS OPERATION, ADDRESSING THE FOLLOWING POINTS:

- Overall amenity - what facilities does the hotel offer, including beverages, food, entertainment, accommodation and other (including unique) attractions?
- Community service - what role does the hotel play in its small community other than a watering hole?
- Overcoming adversity - how does the hotel overcome its commercial and geographical disadvantages when it comes to prices, staffing infrastructure, promotional opportunities and so on?
- History - is the hotel operation important to the history of the region, industry, state?
- Why is it the best bush pub in Queensland? What makes it unique, and why should people visit the venue? What makes it stand out from the crowd?





# BEST OUTDOOR/NON-ENCLOSED FACILITY

This category recognises a hotel's outdoor and non-enclosed facility for patrons to enjoy. Beer gardens, outdoor terraces, decks and courtyards are eligible to enter this category.

## GENERAL

- Describe the outdoor or non-enclosed facility and its use
- Compliance with Tobacco & Other Smoking Products Act
- Innovation and creativity shown in relation to the design of the space
- Presentation, cleanliness, heating and cooling
- Integration of this space with the rest of the hotel

- Regard to noise issues (regard to hotel's neighbours and general road noise)
- Measure of popularity (how well utilised is this space)
- Adequate security and safety
- Effective signage.

## FOOD & BEVERAGE:

- If the area is serviced, describe the food and beverage options available
- Proximity to a service area and amenities.

BEACH HOUSE HOTEL  
2018 WINNER



### JUDGING:

The judging process will consist of:

50% site inspection of back of house areas and cool rooms, and;

50% anonymous site inspection.

# BEST DRAUGHT BEER

THIS AWARD RECOGNISES WHO SERVES THE BEST BEER ON TAP. THE BEST DRAUGHT BEER QUALITY WILL BE ASSESSED ACCORDING TO THE FOLLOWING JUDGING AND CRITERIA:

### CELLAR/KEG ROOM AND BEER SYSTEM CLEANLINESS AND MANAGEMENT

- The outlet must comply to AS5034 (Installation and Use of Inert Gases for Beverage Dispensing)
- Cool room cleanliness
- Keg coupler, cellar boy or maintenance staff, beer lines and tap cleanliness/functionality
- Keg freshness, stock rotation and stored correctly

### GLASS MANAGEMENT

- Glass cleanliness
- Glass washer cleanliness and correct chemicals used

### BEER PRESENTATION / STAFF AND SERVICE

- Pouring technique
- In glass appearance
- In glass temperature
- Appropriate head on beer
- True to taste (taste, aroma, texture)
- Ability to pour a diverse range of beers
- Knowledgeable of correct beer-pouring technique
- Handling of glassware
- Excellent customer service
- Responsible service and practices



BEACH HOUSE HOTEL  
2018 WINNER



# BEST ON-PREMISE LIQUOR OUTLET

**DESCRIBE AND DEMONSTRATE YOUR HOTEL'S ON-PREMISE LIQUOR OUTLET, ADDRESSING THE FOLLOWING POINTS:**

- Design, layout and presentation
- Outstanding customer service and staff product knowledge
- Quality and variety of beer, spirits and other products
- Good representation of Queensland wines
- Good variety of interstate wines
- A lesser list, but a reasonable variety of overseas wines
- Product range that suits local market needs
- Promotion of outlet (marketing, advertising and sign writing)
- Staff presentation (grooming, uniform)
- Optimum use of space and floor area.

### SPECIAL NOTES ABOUT THIS CATEGORY:

Onsite Liquor Barns and Drive Through bottle facilities are eligible to be considered for this award.



## BEST DETACHED BOTTLESHOP

**DESCRIBE AND DEMONSTRATE YOUR HOTEL'S DETACHED BOTTLESHOP, ADDRESSING THE FOLLOWING POINTS:**

- Design, layout and presentation
- Outstanding customer service and staff product knowledge
- Quality and variety of beer, spirits and other products
- Good representation of Queensland wines
- Good variety of interstate wines
- A lesser list, but a reasonable variety of overseas wines
- Product range that suits local market needs
- Promotion of outlet (marketing, advertising and sign writing)
- Staff presentation (grooming, uniform)
- Optimum use of space and floor area.

### **SPECIAL NOTES ABOUT THIS CATEGORY:**

ONLY off site, detached bottleshops are eligible to be considered for this award.



# BEST KENO VENUE

DESCRIBE AND DETAIL YOUR HOTEL'S SUPPORT AND CONTRIBUTION TO THE GAME OF KENO, ADDRESSING THE FOLLOWING POINTS:

- **Keno Setup:** Describe the set-up and display of Keno in your hotel, including the number and location of Keno terminals, and designated Keno screens. Is all Keno POS current? Are your stationary holders and poster frames clearly visible? What are the advantages of this setup, and how does the Keno area meet a responsible gaming approach in your hotel?
- **Sales Performance:** Outline the Sales Performance of your Keno operations. Your Keno Business Development Manager can assist with your submission figures. Briefly explain the contributing factors to both Sales Growth (e.g. changes in the hotel or Keno set-up, running more promotions etc.), and Replay Rate Growth i.e. staff incentive, training).
- **Promotional Activity:** Provide details (including hotel investment) of any hotel-initiated Keno promotion and/or any additional support your hotel provided to Keno Statewide and Toolkit promotions from 1 July 2018 to 30 June 2019. Where possible include examples of up to two such promotions, and results achieved. In addition, provide details of your hotel's internal/external Keno advertising (i.e. magazines, direct marketing, local press, radio).
- **Keno Staff:** Describe how your Keno Coordinator or other employees, encourage and ensure good customer service in your Keno operations (e.g. staff training/knowledge of Keno and customer service, numbers of trained Keno staff).

### SPECIAL NOTES ABOUT THIS CATEGORY:

Hotels that have breached any of the Keno Rules, procedures, or other related regulatory requirements within the past 12 months are not eligible to nominate/enter a submission for this award. The Entry Nomination Fee will be waived for those hotels wishing to only nominate for the Best Keno Facility.





DIAMONDS HOTEL  
2018 WINNER



## SPECIAL NOTES ABOUT THIS CATEGORY

Hotels that have violated or breached any of the TAB Rules, procedures, or other related regulatory requirements within the past 12 months are not eligible to nominate/enter a submission for this award.

# BEST PUBTAB VENUE

DESCRIBE AND DETAIL YOUR HOTEL'S SUPPORT AND CONTRIBUTION TO TAB,  
ADDRESSING THE FOLLOWING POINTS:

- **TAB Setup:** Describe your set-up and presentation of TAB in your hotel, including the integration of wagering within the hotel overall, dedicated spaces provided for TAB, and any specific "ambience" in these spaces. You should also note details about use/suitability/presentation of TAB facilities such as TVs, odd(s) displays, designated TAB signage, etc. What are the advantages of the set-up, and how does your TAB area meet a responsible gaming approach in your hotel?
- **Sales Performance:** Outline the sales performance of your TAB operations, based on the previous year's annual weekly turnover. The table below should be included in your submission. Briefly

Turnover FY 17/18	Turnover FY 18/19	Growth
\$	\$	%

explain the contributing factors to sales growth (i.e. changes in the hotel or TAB set-up, running more promotions).

- **Promotional Activity:** Provide details of hotel-initiated and conducted TAB promotional activity during 1 July 2018 to 30 June 2019. Where possible include examples of promotions, and results achieved.
- **Staff:** Describe how your TAB staff ensure good customer service in your TAB operation (i.e. staff training/knowledge of TAB products).



# BEST GAMING VENUE

DESCRIBE AND DETAIL YOUR HOTEL'S GAMING VENUE,  
ADDRESSING THE FOLLOWING POINTS:

- Design and layout of the gaming room, in relation to the overall hotel floorplan
- Accessibility and availability of gaming facilities
- Ambience and décor
- Promotion techniques and programs
- Complimentary facilities i.e. tea and coffee
- Lounge/seating area available
- Bar area servicing gaming patrons
- Courteous, professional and well groomed staff
- Evidence of responsible gaming service
- Staff knowledge and attitude
- Speed of response to customer service
- Integration of break-out and smoking areas
- Overall cleanliness

# RESPONSIBLE SERVICE - GAMING

DESCRIBE AND DEMONSTRATE YOUR HOTEL'S SUPPORT AND CONTRIBUTION TO RESPONSIBLE GAMBLING PRACTICE, ADDRESSING THE FOLLOWING POINTS:

- **Management Commitment to Responsible Gambling:** Provide evidence of examples which demonstrates commitment by your hotel business management to Responsible Gambling practice and the Code of Practice. This could be in the form of training, house policy or other practices which demonstrate leadership in this area.
- **Code of Practice:** Provide evidence of meeting required standards across all six Responsible Gambling practices: provision of information, interaction with customers and community, exclusion provision, physical environment, financial transactions, and advertising and promotion.
- **RSG Training:** All licensed gaming employees involved in gaming tasks and duties to hold a current OLGR approved RSG certificate. Provide an example of Best Practice for other training – e.g. other relevant training, staff meetings, in-house training, contact or presentations by industry bodies or other professional organisations.
- **Staff Knowledge:** Detail resources, access to, and application of staff knowledge such as Customer Liaison Officer (CLO) training, Responsible Gambling Industry Training Kit, Responsible Gambling Resource Manual, awareness of venue CLO and their responsibilities.
- **Patron Care:** These may include: established links with local Gambling Help service/s, strategies in place to manage the service of alcohol in such a way so as to encourage breaks in play.
- **Patron Care Promotional Literature:** Detail use of Responsible Gambling signage, and other Responsible Gambling resources – i.e. Exclusions brochure, player information guide, etc.
- **Marketing:** Demonstrate adherence to the Advertising & Promotions Guideline, and Guidelines for Player Loyalty Program (if applicable). Material should show a good balance of all facilities available at the hotel.
- **Special Services Available for Patrons:** Detail services provided to encourage breaks in play.

### SPECIAL NOTES ABOUT THIS CATEGORY:

Hotels that breached regulatory requirements within the past 12 months are not eligible to nominate for this award. Nominations for this award will be weighted - size of hotel vs. resources - to ensure a fair judging scale.

ELEPHANT HOTEL  
2018 WINNER





# RESPONSIBLE SERVICE - ALCOHOL

DESCRIBE AND DEMONSTRATE YOUR HOTEL'S SUPPORT AND CONTRIBUTION TO RESPONSIBLE SERVICE OF ALCOHOL PRACTICE, ADDRESSING THE FOLLOWING POINTS:

- **Management Commitment to Responsible Service of Alcohol:** Provide examples which demonstrate commitment by your hotel business management to Responsible Service of Alcohol practice and the Code of Practice. This could be in the form of training, house policy, participation in local Liquor Accord Groups and activities, or other practices which demonstrates leadership in this area.
- **Training/Staff Knowledge:** Bar/bottleshop staff hold a current OLGR approved RSA certificate. Provide an example of Best Practice for other training – i.e. other relevant training, staff meetings, in-house training, contact or presentations by industry bodies or other professional organisations.
- **Patron Care:** These may include: established links with local transport service/s or associated businesses, strategies in place to manage the service of alcohol in such a way so as to encourage responsible consumption and minimise negative impacts on the individual and local community, Drink Safe programs, courtesy bus service, etc.
- **Patron Care Promotional Literature:** Detail use of Responsible Drinking information and resources – i.e. Office of Liquor & Gaming Regulation approved signage: No More It's The Law, Minors, in-house programs.
- **Marketing:** Demonstrate adherence to the Advertising & Promotions Guideline – advertising and promotions which don't encourage the rapid or excessive consumption of liquor, and comply with Australian advertising standards.
- **Special Services Available for Patrons:** Detail services provided to encourage responsible drinking – i.e. free water (mandatory), consideration for designated drivers, availability of food at all times.

### SPECIAL NOTES ABOUT THIS CATEGORY:

Hotels which have breached regulatory requirements within the past 12 months are not eligible to nominate for this award.

Nominations for this award will be weighted - size of hotel vs. resources - to ensure a fair judging scale.



JIMMY'S ON THE MALL  
2018 WINNER



# BEST REDEVELOPED LICENSED PREMISES GENERAL HOTELS

SELECT THE CATEGORY THAT MATCHES YOUR REDEVELOPMENT SPEND:

Up to \$2 Million

OR

Above \$2 Million

DESCRIBE YOUR HOTEL REDEVELOPMENT, AND DETAIL WHAT MAKES IT SO SPECIAL, ADDRESSING THE FOLLOWING POINTS:

- Highlight design concepts attracting diversification within the business, adding to the overall offer to patrons
- Detail sustainability concepts implemented to increase energy efficiency and conserve resources in design, construction and operation
- Include a copy of the Office of Liquor & Gaming Regulation Approval Certificate with the submission
- Describe your hotel's innovation in refurbishment
- Detail how restyling has led to improved staff efficiency
- Document the financial gain from trade growth due to refurbishment
- Provide data as to the total cost of investment.

## SPECIAL NOTES ABOUT THIS CATEGORY:

The dollar value of this category is the total cost of the redevelopment – i.e. design, construction, furnishings (FF&E). Values of gaming machines/ authorities are not relevant to total costs.

Redevelopment work on the hotels must be completed within the period 1 July 2018 to 30 June 2019 to be eligible for this award, regardless of starting date.

Supporting data for this award may include articles from publications/ journals such as QHA Review.

Hotels that are an entirely new build may nominate in the "Above \$2 Million" category.



**THE GLEN HOTEL  
(UP TO \$2 MILLION)  
2018 WINNER**



**OSBOURNE HOTEL  
(ABOVE \$2 MILLION)  
2018 WINNER**

# BEST REDEVELOPED ACCOMMODATION HOTEL/RESORT ACCOMMODATION HOTELS

**DESCRIBE YOUR HOTEL REDEVELOPMENT, AND DETAIL WHAT MAKES IT SO SPECIAL, ADDRESSING THE FOLLOWING POINTS:**

- Highlight design concepts attracting diversification within the business, adding to the overall offer to patrons. Note any related marketing strategy with the redevelopment design concepts
- Detail sustainability concepts implemented to increase energy efficiency and conserve resources in design, construction and operation
- Include a copy of the Office of Liquor & Gaming Regulation Approval
- Certificate with the submission (only if redevelopment works necessitated a change in licensing status or type)
- Describe your hotel's innovation in refurbishment
- Detail how restyling has led to improved staff efficiency
- Document the financial gain from trade growth due to refurbishment
- Provide data as to the total cost of investment.

## **SPECIAL NOTES ABOUT THIS CATEGORY:**

An accommodation voucher must be provided for judging purposes. Please refer to page 4 for further guidance.

Redevelopment work on the hotels must be completed within the period 1 July 2018 to 30 June 2019 to be eligible for this award, regardless of starting date.

Supporting data for this award may include articles from publications/journals such as QHA Review. Accommodation hotels that are an entirely new build may nominate in this category.





THE STAR GOLD COAST  
2018 WINNER





# BEST MEETINGS & EVENTS VENUE

DESCRIBE AND DEMONSTRATE YOUR HOTEL'S FUNCTIONS FACILITY, ADDRESSING THE FOLLOWING POINTS:

- **Functions facilities:** Describe your hotel's function facilities (rooms/ areas), including relevant storage and dressing rooms, staging, technical support, dance floor, proximity to rest rooms, table settings, etc. Also detail pertinent characteristics such as theme, uniqueness, etc. The overall presentation and cleanliness of the functions facility should be included.
- **Packages/menus:** Detail information about packages your hotel offers, including the relative price to package/ menu; presentation and composition of food; originality, selection and variety (options), and the accuracy and presentation of food.
- **Staff:** Outline relevant training your staff is given appropriate to functions and events – i.e. customer service training, Responsible Service of Alcohol, food handling, event management / co-ordination, staff meetings, in-house training, or other knowledge. Comment on the make up of your functions staff team, and the image they portray to the public, including neat presentation, friendly and courteous attitudes, and efficient service.
- **Administration/Marketing:** Advise on marketing strategies used to promote your hotel's function facilities, and provide examples. Describe the administration procedures used to manage function bookings, and management of functions.
- **Measuring success:** Provide information as to how your hotel measures the success of your functions facility – i.e. measurement of popularity, growth factor, profitability, testimonials/ feedback. Provide evidence of a successful function held at your hotel.

## SPECIAL NOTES ABOUT THIS CATEGORY:

Consideration is given to the size of hotel vs. resources - to ensure a fair judging scale.

Function areas may include indoor/ outdoor settings and features.

Functions areas are determined as especially designated areas, or "closed" private functions rooms.

Partial closure/reservation of a public area does not constitute a function facility eligible for this award.



# AWARDS FOR EXCELLENCE

## ENTRY FORM

PULL OUT FROM MIDDLE

| **NOMINATIONS CLOSE 5 JULY 2019** |

# 2019 QHA AWARDS FOR EXCELLENCE NOMINATION FORM

**ALL SUBMISSIONS MUST BE RECEIVED BY 5PM, FRIDAY 5 JULY 2019**

## HOW TO NOMINATE YOUR HOTEL

Read through this booklet and select the category / categories in which you wish to nominate your hotel or staff. Previous winners and finalists are welcome to nominate again. Nominating hotels must be QHA members.

## KEY DATES TO REMEMBER

- **Nominations open** Monday 13 May
- **Judging** July & August
- **Awards for Excellence Gala Presentation** Monday 14 October
- **Nominations close** 5pm, Friday 5 July
- **Finalists notified** Friday 6 September

## ELECTRONIC SUBMISSION - [rsvp@qha.org.au](mailto:rsvp@qha.org.au)

- ☐ Fill out nomination form, 1 per venue (available on QHA website)
- ☐ Send email link to Dropbox (or similar program) with your submission to [rsvp@qha.org.au](mailto:rsvp@qha.org.au)
- ☐ Attach 3 high resolution images
- ☐ Attach accommodation voucher (if required)
- ☐ Supporting documentation

## HARD COPY SUBMISSION - send to Awards For Excellence, Queensland Hotels Association, Level 14 Icon Place 270 Adelaide St, BRISBANE QLD 4000

- ☐ Fill out nomination form, 1 per venue
- ☐ Include USB with 3 high resolution images
- ☐ Include accommodation voucher (if required)
- ☐ Supporting documentation

Hotel Name : .....

Billing Address : .....

Suburb / Town / Postcode : .....

Venue Contact Name : .....

Phone : .....

Email Address : .....

## NOMINATION FEES

- ☐ \$55.00 (inc. GST) - **1 Nomination**
- ☐ \$110.00 (inc. GST) - **2 Nominations**
- ☐ \$165.00 (inc. GST) - **3 or more Nominations**

**AN INVOICE WILL BE EMAILED TO THE ABOVE CONTACT**

# 2019 QHA AWARDS FOR EXCELLENCE NOMINATION FORM

Nominating Venue Name:.....

(Please ensure this is the name of the nominating premises)

Nominating Venue Street Address (If different):.....

## Please tick Award categories for which you wish to nominate

An electronic copy of this nomination form is available for download via the QHA website.

### LIQUOR & BAR AWARDS

- ☐ Best Traditional Hotel Bar
- ☐ Best Boutique Bar
- ☐ Best Themed Bar
- ☐ Best Entertainment Venue
- ☐ Best Bush Pub
- ☐ Best Outdoor / Non-Enclosed Facility
- ☐ Best On-Premise Liquor Outlet
- ☐ Best Draught Beer
- ☐ Best Detached Bottleshop

Bottleshop Name

.....  
Bottleshop Street Address

.....

.....

### GAMING AWARDS

- ☐ Best Keno Venue
- ☐ Best PubTAB Venue
- ☐ Best Gaming Venue

### RESPONSIBLE PRACTICE

- ☐ Responsible Service - Gaming
- ☐ Responsible Service - Alcohol

### DEVELOPMENT AWARDS

- ☐ Best Redeveloped Licensed Premises...Up to \$2 million
- ☐ Best Redeveloped Licensed Premises...Above \$2 million
- ☐ Best Redeveloped Accommodation Hotel / Resort

### FUNCTIONS AWARD

- ☐ Best Meetings & Events Venue

### ACCOMMODATION AWARDS

- ☐ Best Pub-Style Accommodation
- ☐ Best Mid-Range Accommodation
- ☐ Best Superior Accommodation
- ☐ Best Boutique Accommodation
- ☐ Best Deluxe Accommodation
- ☐ Best Suite / Apartment Accommodation

### EMPLOYEE AWARDS

Employee Name

.....

- ☐ Administration Employee of the Year
- ☐ Guest Services Employee of the Year
- ☐ Food & Beverage Employee of the Year
- ☐ Chef of the Year
- ☐ Industry Rising Star Award

### DINING AWARDS

- ☐ Best Casual Dining
- ☐ Best Restaurant - Accommodation Hotel
- ☐ Best Restaurant - General Hotel
- ☐ Best Prestige Restaurant

### ENVIRONMENT & COMMUNITY

- ☐ Best Environmental Practice
- ☐ Best Marketed Hotel - 1-99 Employees
- ☐ Best Marketed Hotel - 100+ Employees
- ☐ Outstanding Achievement in Training
- ☐ Workplace Health & Safety Award
- ☐ Outstanding Community Service & Achievement - 1-99 Employees
- ☐ Outstanding Community Service & Achievement - 100+ Employees

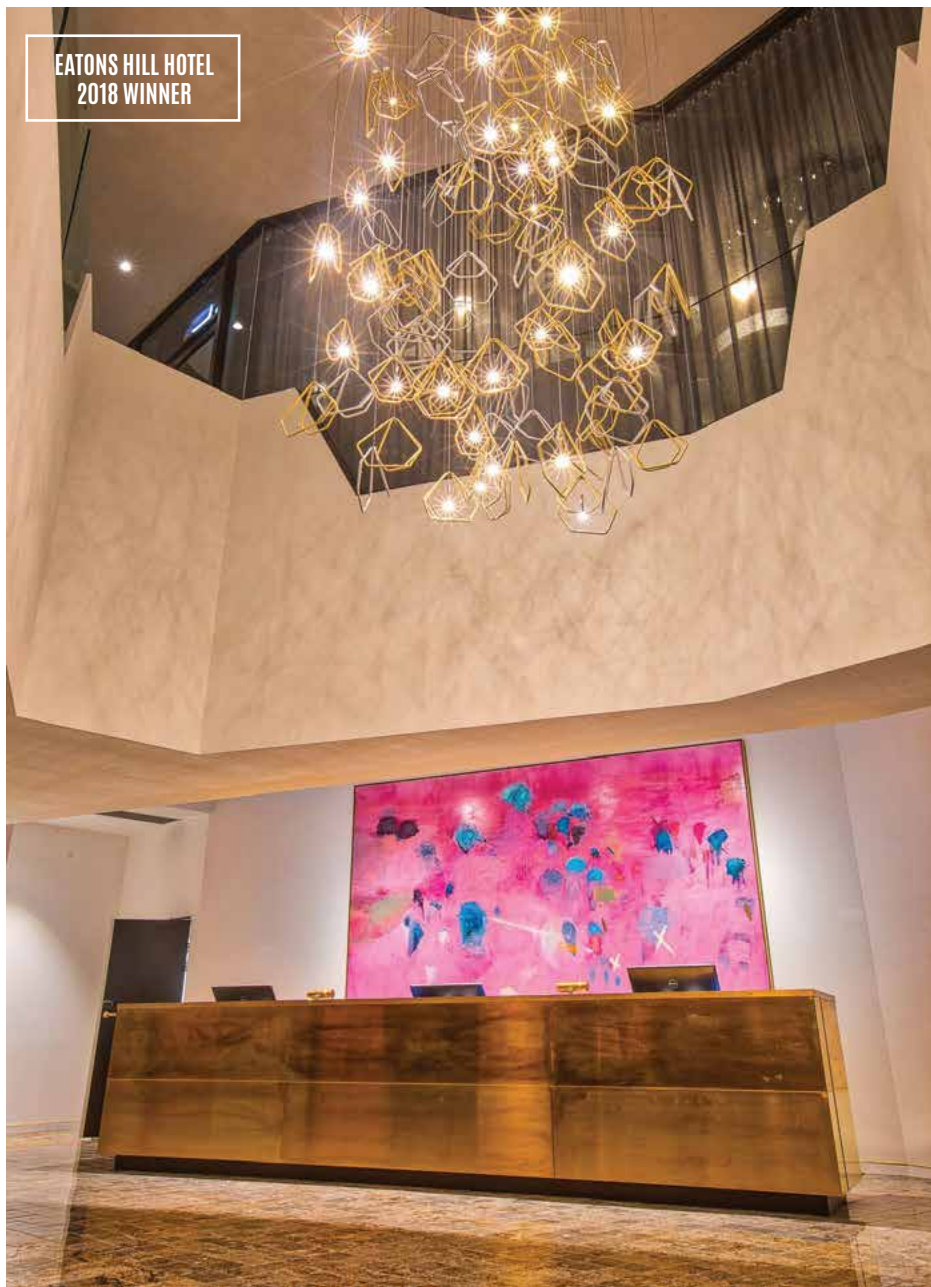
\* All hotels nominating for ANY category are automatically considered for Overall Hotel of the Year

**W H A T**  
**WE DO**  
**COUNTS**





EATONS HILL HOTEL  
2018 WINNER



**HALIFAX HOTEL  
2018 WINNER**



## BEST PUB-STYLE ACCOMMODATION (BUDGET - 2 ½ STAR)

**DESCRIBE AND DEMONSTRATE YOUR HOTEL'S ACCOMMODATION, ADDRESSING THE FOLLOWING POINTS:**

- Accommodation is located within or adjacent to hotel licensed area
- Clean, tidy, well presented rooms with or without ensuite facilities
- High standard of cleanliness
- Breakfast arrangements
- Access to hotel's other facilities (i.e. bar, bistro)
- Courteous, friendly and professional staff
- Describe how accommodation complements other profit centres

### SPECIAL NOTES ABOUT THIS CATEGORY:

An accommodation voucher must be provided for judging purposes, please refer to page 4 for further guidance.

Multi-bedroom (dorm) accommodation venues are eligible to enter this category.

Your hotel may offer additional facilities or services than those listed above, please describe them as part of your submission.



SHAMROCK HOTEL  
2018 WINNER



# BEST MID-RANGE ACCOMMODATION (3 - 3 1/2 STAR)

**DESCRIBE AND DEMONSTRATE YOUR HOTEL'S ACCOMMODATION, ADDRESSING THE FOLLOWING POINTS:**

- Clean, tidy, well presented rooms with ensuite facilities
- High standard of cleanliness
- Courteous, professional and well groomed staff
- Satisfactory breakfast arrangements
- Coffee and tea making facilities, and refrigerator
- Room service available
- Food and beverage selection, variety and quality
- Describe how accommodation complements other profit centres.

### SPECIAL NOTES ABOUT THIS CATEGORY:

An accommodation voucher must be provided for judging purposes, please refer to centre form for further guidance.

Your hotel may offer additional facilities or services than those listed above, please include them as part of your submission.

**RYDGES SOUTH BANK  
2018 WINNER**



## BEST SUPERIOR ACCOMMODATION (4 - 4 ½ STAR)

**DESCRIBE AND DEMONSTRATE YOUR HOTEL'S ACCOMMODATION, ADDRESSING THE FOLLOWING POINTS:**

- Clean, tidy, well presented rooms with ensuite facilities
- High standard of cleanliness
- Customer service standards (i.e. extra pillows, ironing board, minibar, coffee/tea facilities)
- Courteous, professional and well groomed staff
- Restaurant facilities for guests, including breakfast availability
- Refrigerator and television (entertainment channels/DVD player)
- Hotel bar on premises
- 24-hour room service/mini bar
- Food and beverage selection, variety and quality.

### **SPECIAL NOTES ABOUT THIS CATEGORY:**

An accommodation voucher must be provided for judging purposes, please refer to centre form for further guidance.



### SPECIAL NOTES ABOUT THIS CATEGORY:

An accommodation voucher must be provided for judging purposes, please refer to centre form for further guidance. This category is aimed at smaller, customised and luxury properties, typically located away from major population centres. To be eligible to nominate in this category, the hotel must have less than 101 rooms.



## BEST BOUTIQUE ACCOMMODATION (4 STAR +)

**DESCRIBE AND DEMONSTRATE YOUR HOTEL'S ACCOMMODATION, ADDRESSING THE FOLLOWING POINTS:**

- Overall guest experience provided by the venue
- Well presented rooms with ensuite facilities
- High standard of cleanliness
- Customer service standards (i.e. extra pillows, ironing board, minibar, coffee/tea facilities)
- Courteous, professional and well groomed staff
- Restaurant facilities for guests, including breakfast availability
- Demonstrated commitment to staff development and training
- Overall service provided throughout the property including service at check in and special requests
- Dedication to perfection apparent
- Personal customer service experience
- Unique character, charm and sense of personality
- Food and beverage selection, variety and quality.



THE DARLING AT THE STAR GOLD COAST  
2018 WINNER



## BEST DELUXE ACCOMMODATION (5 STAR +)

**DESCRIBE AND DEMONSTRATE YOUR HOTEL'S ACCOMMODATION, ADDRESSING THE FOLLOWING POINTS:**

- Overall guest experience provided by the hotel
- Well presented rooms with ensuite facilities
- High standard of cleanliness
- Customer service standards (i.e. extra pillows, ironing board, minibar, coffee/tea facilities)
- Courteous, professional and well groomed staff
- Restaurant facilities for guests, including breakfast availability
- Facilities available – both corporate and leisure
- Demonstrated commitment to staff development and training effort
- Courteous, professional and well groomed staff
- Overall service provided throughout the property including service at check in, room service, tourist information and special requests
- Dedication to perfection
- Food and beverage selection, variety and quality
- Standard and range of top-end facilities (i.e. day spa)

### SPECIAL NOTES ABOUT THIS CATEGORY:

An accommodation voucher must be provided for judging purposes, please refer to centre form for further guidance.



# BEST SUITE / APARTMENT ACCOMMODATION

**DESCRIBE AND DEMONSTRATE YOUR SERVICED APARTMENT ACCOMMODATION, ADDRESSING THE FOLLOWING POINTS:**

- Larger than average, spacious rooms with separate bedroom, and living areas with kitchen facilities
- High standard of cleanliness
- Courteous, professional and well-groomed staff
- Customer service standards (i.e. extra pillows and blankets)
- Living area including a dining table to accommodate a minimum of 2 people
- Variety of kitchen appliances available including refrigerator, kettle, toaster, cook top and/or microwave and/or oven
- Television with entertainment channels/ DVD player
- Provision of adequate amenities including dish washing detergent, tea towels, dish cloth etc.
- Variety of cutlery, glassware and crockery
- Quality and range of facilities available for both corporate and leisure travel
- Internal laundry with washer, dryer, ironing board

### **SPECIAL NOTES ABOUT THIS CATEGORY:**

An accommodation voucher must be provided for judging purposes, please refer to centre form for further guidance.



## SELECT ANY/ALL CATEGORIES TO RECOGNISE YOUR VALUED HOTEL EMPLOYEES

<p><b>ADMINISTRATION EMPLOYEE OF THE YEAR</b></p> <p>Roles include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Back of house administration</li> <li>• Accounting staff, financial controller</li> <li>• Marketing, communications, IT staff.</li> </ul>	<p><b>GUEST SERVICES EMPLOYEE OF THE YEAR</b></p> <p>Roles include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Front desk reception (accommodation)</li> <li>• Front of house staff (concierge, porters, etc)</li> <li>• House keeping staff.</li> </ul>
<p><b>FOOD &amp; BEVERAGE EMPLOYEE OF THE YEAR</b></p> <p>Roles include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Bar staff, restaurant and bistro staff</li> <li>• Function staff, restaurant manager etc.</li> </ul>	<p><b>CHEF OF THE YEAR</b></p> <p>Roles include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Chefs, including specialty chefs, cooks, etc.</li> </ul>

## EACH EMPLOYEE'S SUBMISSION SHOULD DETAIL HOW/WHY THAT PERSON IS AN INTEGRAL MEMBER OF YOUR HOTEL TEAM, REFERENCING AND DEMONSTRATING ACTIVITY BETWEEN 1 JULY 2018 AND 30 JUNE 2019, RELATIVE TO THE FOLLOWING POINTS:

- Customer service skills
- Personal presentation
- Performance – including teamwork, training/sharing information with others, initiatives and contributions, cross-training in other areas / roles, length of service / employment, and role promotions
- Relevant industry / role-related qualifications / awards gained, training undertaken
- Outstanding achievements – work or community related
- Leadership or leadership potential.

### SPECIAL NOTES ABOUT THESE CATEGORIES:

Employees nominated for these awards will be interviewed as part of the judging process, with submission materials forming the basis for the interview.

Typically, interviews are held during July and August, at a date/time to be advised.

Hotels may nominate more than one employee per category, if desired.

Employees nominated in these categories may be managers, supervisors / team leaders, apprentices, etc.

In addition to the recognition the employees receive, the winners of these awards are also eligible to receive a \$500 cheque from the R K McGuire Bursary Fund.



## EMPLOYEE AWARDS



**MORGAN BIGGAR,**  
ADMINISTRATION EMPLOYEE OF THE YEAR  
HILTON BRISBANE



**TREVOR LISTER,**  
GUEST SERVICES EMPLOYEE OF THE YEAR  
MERITON SUITES BROADBEACH



**KEVIN PUGLISEVICH,**  
FOOD & BEVERAGE EMPLOYEE OF THE YEAR  
RYDGES SOUTH BANK



**JOEL HELOT,**  
CHEF OF THE YEAR  
SOFITEL BRISBANE CENTRAL

# HOTEL INDUSTRY RISING STAR

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**THIS CATEGORY IS TO REWARD A HOTEL EMPLOYEE (AGED 30 OR UNDER) 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. JUDGES WILL BASE THEIR ASSESSMENT ON A RANGE OF AREAS INCLUDING, BUT NOT EXCLUSIVE TO, THE FOLLOWING:**

- Demonstrated knowledge, expertise, interest, involvement and ambitions in the hotel industry;
- Examples of hotel education, formal and informal learning;
- Future aspirations within the industry;
- Contributions to the community or industry;
- Professional attitude;
- Information provided in the CV, and
- Recommendation letter from employer or others if available







## BEST CASUAL DINING

DESCRIBE AND DEMONSTRATE YOUR HOTEL'S CASUAL DINING EXPERIENCE, ADDRESSING THE FOLLOWING POINTS:

### FOOD

- Value for money
- Quality of meals
- Presentation/composition of dish or buffet
- Originality, selection and variety
- Accuracy and appearance
- Daily specials.

### SERVICE

- Presentation of staff and premises
- Friendly, courteous and professional staff
- Appropriate level of grooming of staff
- Appropriate and efficient
- Self-service can be an option.

### GENERAL

- Measure of popularity
- Growth factor and marketing

- Profitability (documentation in submission)
- Overall cleanliness of premises
- Characteristics (theme, uniqueness, character)
- Wine list to be adequate, several by the glass, a local representation where possible
- Children's interests an advantage in Family Dining (special themed meals, play corner, colouring books)

### SPECIAL NOTES ABOUT THIS CATEGORY:

Definition of Casual Dining: Counter orders, self-collection of meals, self-service, some table service – or part thereof.



# BEST RESTAURANT

SELECT THE CATEGORY THAT MATCHES YOUR HOTEL:

General Hotel

OR

Accommodation Hotel

DESCRIBE AND DEMONSTRATE YOUR HOTEL'S RESTAURANT DINING EXPERIENCE,  
ADDRESSING THE FOLLOWING POINTS:

## GENERAL

- Measure of popularity
- Value for money (relative pricing)
- Marketing and growth factor (documentation in submission)
- Profitability (documentation in submission)
- Characteristics, décor, ambience, lighting, music
- Quality of table setting (glassware, crockery and cutlery)
- Overall cleanliness.

## FOOD AND WINE

- Wine list to be adequate, with a range of wines served by the glass, local wines, wine recommendations
- Originality, selection and variety of menu
- Presentation, innovation, composition of dishes
- Accuracy and presentation of menu and wine list.

## SERVICE

- Professional staff presentation and range of skills
- Product knowledge (food and wine)
- Courteous, professional and well groomed staff
- Discreet and appropriate.

## SPECIAL NOTES ABOUT THIS CATEGORY:

Definition of Restaurant: Full wait/table service is provided.

Restaurants must be included under the hotel's liquor licensed premises description.

If a separate licence is held, the restaurant needs to submit a separate entry.



THE BOATSHED AT THE REGATTA HOTEL  
GENERAL HOTEL  
2018 WINNER



THE LONG APRON AT SPICERS CLOVELLY ESTATE  
ACCOMMODATION HOTEL  
2018 WINNER





## BEST PRESTIGE RESTAURANT

DESCRIBE AND DEMONSTRATE YOUR HOTEL'S PRESTIGE RESTAURANT DINING EXPERIENCE, ADDRESSING THE FOLLOWING POINTS:

### GENERAL

- Characteristics (outstanding and / or unique facilities)
- Popularity
- Quality and preparation
- Cleanliness
- Marketing techniques.

### FOOD AND WINE

- Innovative creation, originality and unique presentation of food
- Selection and variety
- Accuracy and presentation of menu and wine list

- A substantial wine list with a good variety of quality wines by the glass, and including a local representation.

### SERVICE

- Outstanding staff presentation and range of skills
- Staff knowledge of food and wine
- Discreet and appropriate.



# BEST ENVIRONMENTAL PRACTICE

**DESCRIBE AND DEMONSTRATE YOUR HOTEL'S SUPPORT AND CONTRIBUTION TO THE ENVIRONMENT, ADDRESSING THE FOLLOWING POINTS:**

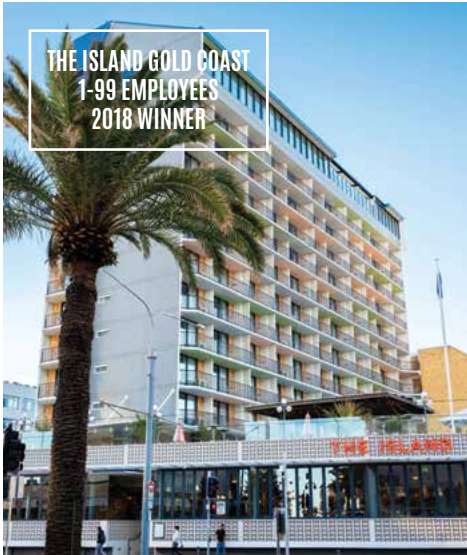
- Detail policies in place at your hotel that support environmental best practice
- Highlight the use of energy saving devices, and practices with regard to water (water management plans may be included if applicable)
- Note the quality and quantity of your in-house recycling programs
- Provide information about the existence of any environment committee or working party within the hotel to address environmental issues
- Document costs of practices carried out, against benefits achieved including financial gain, healthier work/patron environments, etc
- Specify any specific staff training or programs focused on environmental practices.

### SPECIAL NOTES ABOUT THIS CATEGORY:

Initiatives can be part of a multi-year program, showing continuous commitment or progress to environmental practices.

Nominations for this award will be weighted – size of hotel vs. resources to ensure a fair judging scale.





**THE ISLAND GOLD COAST**  
1-99 EMPLOYEES  
2018 WINNER



**EATONS HILL HOTEL**  
100+ EMPLOYEES  
2018 WINNER

## BEST MARKETING HOTEL

SELECT THE CATEGORY THAT MATCHES YOUR HOTEL:

1 - 99 Employees

OR

100+ Employees

**DESCRIBE AND DEMONSTRATE YOUR HOTEL'S MARKETING STRATEGIES AND ACTIVITIES, ADDRESSING THE FOLLOWING POINTS:**

- Research and planning to achieve marketing strategy (submission must have accompanying documentation)
- In-house marketing and promotion
- Promotional literature, adequate advertising as part of marketing program
- Evidence of recognition by community
- Increase in popularity as a result of marketing strategy (i.e. covers, occupancy outlined in submission)
- Sales kits available (documented in submission)

- In-house marketing and promotion (consistency in branding, logo application etc).

### SPECIAL NOTES ABOUT THIS CATEGORY:

Advertising alone does not constitute marketing and handbills are not sufficient to win the category.

Ensure you mark your submission and the nomination form with the correct employee size category (i.e. 1-99 employees or 100+ employees).



# OUTSTANDING ACHIEVEMENT IN TRAINING

**DESCRIBE AND DETAIL THE TRAINING PROGRAM AND PROCEDURES YOUR HOTEL HAS USED DURING THE PERIOD OF 1 JULY 2018 TO 30 JUNE 2019, AND THE RESULTS OBTAINED BY PROVIDING RELEVANT INDUSTRY EDUCATION, GUIDANCE, INSTRUCTION/TRAINING TO YOUR STAFF.**

**YOUR SUBMISSION SHOULD REFERENCE THE FOLLOWING POINTS:**

- Your hotel's commitment and contribution to raising professionalism in the industry
- How your hotel caters for industry needs
- Your hotel's innovation in educational training and support of established training providers, including QHA (documentation to be provided)
- Your hotel's retention of staff as a result of initiatives (backup documentation to be provided)
- Your hotel's internal training (schedules, training manuals and other relevant documentation to be provided).

### **SPECIAL NOTES ABOUT THIS CATEGORY:**

The nomination may feature a specific training program or system introduced to respond to identified skills, compliance and/or business needs.



## WORKPLACE HEALTH & SAFETY AWARD

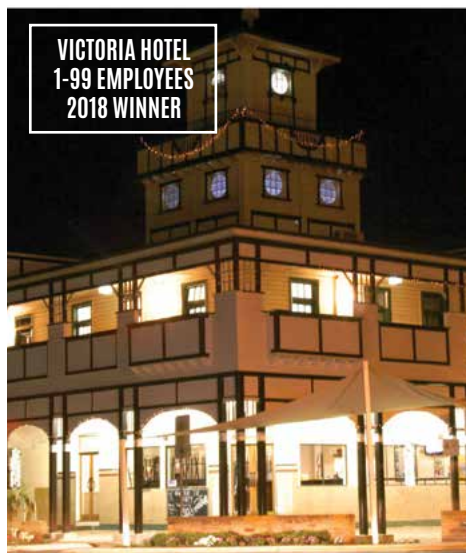
**DESCRIBE AND DEMONSTRATE YOUR HOTEL'S SUPPORT AND CONTRIBUTION TO WORKPLACE HEALTH AND SAFETY, ADDRESSING THE FOLLOWING POINTS:**

- Describe how your hotel has excelled in this category
- Note how your hotel identifies and assesses WH&S risks
- Explain how WH&S is incorporated into your hotel business operations (i.e. purchasing, employee consultation)
- Advise how your hotel ensures your workers are competent in WH&S
- Detail what WH&S initiatives have been introduced within the past 12 months (1 July 2018 - 30 June 2019)
- Describe how your hotel measures the success of your workplace health

and safety program (i.e. safety targets, audits, management review).

### SPECIAL NOTES ABOUT THIS CATEGORY:

Nominations for this award will be weighted - size of hotel vs. resources - to ensure a fair judging scale.



**VICTORIA HOTEL**  
1-99 EMPLOYEES  
2018 WINNER



**HILTON HOTEL BRISBANE**  
100+ EMPLOYEES  
2018 WINNER

# OUTSTANDING COMMUNITY SERVICE & ACHIEVEMENT

SELECT THE CATEGORY THAT MATCHES YOUR HOTEL:

1 - 99 Employees

OR

100+ Employees

HOTEL COMMUNITY SUPPORT, SERVICE AND ACHIEVEMENTS CAN BE PROVIDED AND PERFORMED IN MANY DIFFERENT WAYS, FROM PARTICIPATION IN LOCAL, REGIONAL OR STATE-WIDE ACTIVITIES, TO MORE SPECIFIC EVENTS. FUNDRAISING, FINANCIAL ASSISTANCE OR ASSISTANCE WITH PROVISION OF MANPOWER, EQUIPMENT ETC., ARE OTHER WAYS YOUR HOTEL MAY HAVE CONTRIBUTED TO THE COMMUNITY. DESCRIBE YOUR HOTEL'S ACHIEVEMENTS DURING THE PERIOD OF 1 JULY 2018 TO 30 JUNE 2019, ADDRESSING THE FOLLOWING POINTS:

- Detail active sponsorship and support of community groups and activities
- Note promotion of the hotel industry to community and groups
- Describe participation in community life through the hotel
- Evidence of financial assistance to community is an advantage.

### SPECIAL NOTES ABOUT THIS CATEGORY:

Ensure you mark your submission and the nomination form with the correct employee size category (i.e. 1-99 employees or 100+ employees).

## QHA HALL OF FAME

### INDIVIDUAL INDUCTEES:

Individual publicans and liquor industry personalities may be inducted into the QHA Hall of Fame by virtue of their long, meritorious, entrepreneurial and/ or noteworthy service to the hotel industry or the wider community. Inductees will normally be long-serving members of the hotel industry fraternity who have set a generous and exemplary standard for others, who have brought credit to the liquor industry, or who have dedicated themselves to advancing the interests of the hotel industry or a community cause.

The State Executive of the QHA will normally consider and approve inductees into the Hall of Fame, and there is no nomination process.

### VENUE INDUCTEES:

Repeat winners of a single category in the QHA Awards for Excellence program are also eligible for induction into the Hall of Fame. Any licensed venue which wins the same QHA Award for Excellence category for three consecutive years will automatically be inducted into the Hall of Fame the following year. These inductees are then ineligible to nominate in that same category until two years have passed.

### PLEASE NOTE:

Nominations are NOT accepted for this award.



**BEST PUBTAB VENUE  
EATONS HILL HOTEL  
2015, 2016, 2017**





# OVERALL HOTEL OF THE YEAR

This award is considered to be a judges' award, nominees for which are drawn by the awards program judges from the overall field of nominations in a particular year's awards program.

This award aims to recognise the best overall hotel in Queensland from those that have been considered in the overall Awards for Excellence nominations.

The awards judges consider and assess all hotel nominations across every award category to identify that hotel which is outstanding in every aspect of its operation. The best overall hotel must stand out from the rest with regard to level of service, standard of on-premise facilities, its efficient, helpful and well-presented staff, and be a place of enjoyment.

Each of its product offerings must be of a high standard, and it must have a positive record of responsible practice.

Whether it be a trading hotel, a resort, or an accommodation hotel, this venue will be typical of the breed and it will be the complete operation where others can visit and see how a business should be run.

### PLEASE NOTE:

Nominations are NOT accepted for this award.

# HOTELIER OF THE YEAR

This award aims to recognise a single Queensland hotelier who, by virtue of his or her service to the liquor industry, community or industry leadership, or overall business acumen, has been an outstanding example to QHA members and the liquor industry, in the year in question. Usually, the recipient will still be active in the hotel trade, and well known in hotel industry circles. The recipient will be a person who has brought credit on themselves and the hotel industry through their service to the community or the hotel industry, and will be “representative of the breed”.

The award is not for long service, a substitute for QHA Life Membership, or Hall of Fame entry. The award should not be presented if no nominee meets the award criteria, or if the proposed recipient is likely to attract controversy, but is reserved for outstanding individuals with a track record of achievement and success. The award is only available to a licensee, hotel manager, or hotel owner or co-owner, and is not available to other industry figures or stakeholders.

Within the QHA, this award is next in prestige only to the award of QHA Life Membership. Areas in which an individual hotelier may excel include one or more of the following categories:

**Hotel operations:** Where an active hotelier oversees the development and presentation of a hotel that sets and maintains exceptional standards of service, presentation, compliance, responsible practices, staff development and retention, and patron care.

**Hotel industry promotion:** Where a hotelier, through his or her work, serves to promote the hotel industry in a positive light.

**Charitable and/or community endeavour:** Where a hotelier provides outstanding support to charitable causes or community endeavour in his/her own community, or within Queensland.

**Hotel industry leadership:** Where an active hotelier gives up time to participate in industry forums such as the QHA, AHA, local Liquor Accords, government working groups and so on.

**Entrepreneurial spirit:** In recognition of a hotelier who is at the cutting edge of the hotel trade, and in recognition of someone who embodies the ‘free market’ approach to entrepreneurial endeavour.

**Youth / staff development and mentoring:** Recognition of programs, events or systems aimed at fostering and encouraging younger entrants to the hotel industry.

**Technological innovation:** Development, refinement, adoption or introduction of technology-based solutions which bring innovation and improved service delivery to the hotel industry.

**Peer support and assistance:** In recognition of a hotelier who gives of his or her time and intellect to encourage, support and assist peers in the hotel industry.

**PLEASE NOTE:** Nominations are NOT accepted for this award.



**TERRY MORROW**  
**LANDSBOROUGH PUB**  
**2018 HOTELIER OF THE YEAR**

## SPECIAL THANKS TO OUR PLATINUM PARTNERS



For more information on the QHA Awards for Excellence Program, please contact:



**QHA Events & Partnerships Team**

**T:** 07 3221 6999

**E:** [RSVP@qha.org.au](mailto:RSVP@qha.org.au)