

## **BEST BISTRO – METROPOLITAN**

**Nomination Cost: \$99.00 (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. 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:**

#### **Food and Beverage offerings at venue**

*Use this section to elaborate on the variety and originality throughout your food and beverage menus. This section can also include kitchen open and close times. Show evidence of local produce in use as well as QLD wines and craft beers. Be sure to include any food or beverage items that you recommend our judges try during their visit! This should include the property's current food and beverage menus for judges to browse.*

#### **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.*

#### **Service**

*Elaborate on all points of customer engagement when booking e.g. email, phone or online booking system and booking confirmations that guests receive. Consider the guest greetings/welcome, seating process and interaction during and after the experience.*

#### **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.*



**Marketing and Profitability**

*Demonstrate an increase relating to promotional and popularity data. Explain any marketing techniques that have led to an increase in revenue (Such as 2 for 1 Tuesdays or Kids eat free). Growth factors will be held of high importance in this section.*

**Testimonials**

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