

BEST HOTEL BAR – GENERAL DIVISION - METROPOLIAN

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 that offer a memorable visit to patrons with an emphasis on excellence in customer service. The judged area within the hotel will be specific to the bar area, however the overall customer experience will form part of the judging criteria. 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:

Bar presentation and efficiency of bar operators

Judges will be looking for the presentation of stock and efficiency of bar operators. Elaborate on any ordering or serving technology used that heightens the guest experience, such as speeding up ordering or wait times. If there are any additional elements that you think our judges should look out for on their visit, be sure to include them here! Use this section to elaborate on any setup and stock rotation procedures if applicable.

Range of promotional products and activities

List or show any in-house marketing and promotional activities. This can include promotional competitions, TVs / screens, apps, posters, signature cocktails or promotional deals.

General appearance, theming, design, and décor

Explain any elements of art, décor and atmosphere that allow for character and ambience throughout your property. This could include background music, live music, lighting, and furnishings.

Food and Beverage offerings at venue

Use this section to elaborate on the variety and originality throughout your beverage menus. This section can also include bar open and close times. Show evidence of local supply in use such as QLD wines and craft beers along with any signature cocktails. Be sure to include any beverages that you recommend our judges try during their visit! This should include the property's current 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.

Evidence of Responsible Service of Alcohol

Provide information and evidence on how your venue upholds RSA requirements and adheres to Queensland regulations in regard to the responsible service of alcohol. This could include information on ongoing staff RSA training and in-house policies.

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 guests or media articles. This can be online feedback or feedback sent or captured directly from guests.