BEST MID-RANGE ACCOMMODATION

Nomination Cost: $99.00 (inc. GST)
$99.00 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 requests for upgrade or specific offerings when booking and how guests are given this option. Elaborate on how the team ensure that these 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 room design
This can include information on the overall process involved with the room 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, fittings, finishes and any other design elements that add to the excellence of your rooms.

Cleanliness and presentation of rooms
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.

Guest Room facilities including bathroom facilities
List all room facilities that add to the guest experience. For example, are the bathrooms shared on ensuite rooms? Do the rooms have baths, ironing boards, coffee/tea facilities, televisions, or mini bars?

Hotel Facilities
List all general facilities that add to the guest experience. For example, internet, pools, gym, function/event spaces, kids club and restaurants.

Food and Beverage offerings at venue
Use this section to elaborate on the variety throughout your food and beverage outlets. This section can also include kitchen open and close times. Show evidence of local produce in use and 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.

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.