

## **OUTSTANDING ACHIEVEMENT IN TRAINING**

**Nomination Cost: \$99.00 (inc. GST)**

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

This category recognises venues that have demonstrated a commitment to improving customer services and experiences through employee training. Start the submission with a paragraph that describes your venue including 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. As this category relies solely on your written submission, it is recommended that each judging point is addressed clearly with your suitability.

#### **Additional documents**

1. 3 x High Resolution images of the property relevant to the nomination category
2. Training Schedules / Manuals (If applicable)

### **Judge Assessment Marks**

**Judging for this category will be based solely on the written submission lodged with the QHA.**

#### **Conducting internal and external training**

*Describe both the in-house and external training program/s that staff have the ability to undertake while working for your venue from orientation through to on-going training. Use this section to showcase the variety of training offered with documentation on attendance of conferences, RSA/RSG, RMLV courses, webinars or general training. This section could also include information on study leave provided to staff as well as any professional development programs and/or work experience or internship programs.*

#### **Contribution to professionalism in the hotel industry**

*How have the training initiatives contributed to the local community or the industry as a whole in regard to professionalism? Describe previous training initiatives and the staff that undertook them and how they have utilised those skills in their role to multi-skill as well as use in the wider community.*

#### **Training initiatives meet industry needs**

*Explain how either in-house or external training programs undertaken meet industry needs. This could be by recognising gaps in the current market or your venue and utilising your training programs/s or external training providers to fill those gaps.*

**Retention of staff as a result of initiatives**

*Explain how your training initiatives have ensured retention of staff as a result. This could be data from staff who have undertaken training throughout your venue and their longevity of employment compared to those who have not undertaken training. This could also include general staff happiness/fulfilment as a result of training as well as feedback captured from staff in relation to training programs.*

**Other key initiatives**

*Use this section to explain general in-house training initiatives that your venue undertakes. This could include dedicated training rooms, cross training/multi skilling or L&D meetings.*