



NOMINATION INFORMATION BOOKLET
www.accommodationawardsnsw.org



NEW SOUTH WALES

AWARDS FOR EXCELLENCE 2025

The NSW Accommodation Awards for Excellence are recognised as the most prestigious hospitality and tourism awards, honouring the achievement of excellence in a diverse range of categories in the accommodation industry.

The Awards for Excellence are open to all members of Accommodation Australia NSW who meet the nomination criteria.

These awards increase public awareness of the accommodation industry throughout the State with winners and finalists supported with an extensive media campaign. Many winners will also be eligible to enter the high profile AHA National Awards in 2025.

The presentation of the Awards for Excellence would not be possible without the support of our partners and we acknowledge their invaluable, ongoing contribution to the industry.

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KEY DATES

The qualifying period is:

1 JANUARY 2024 - 21 MARCH 2025

NOMINATIONS AND DINNER TICKETS OPEN

Monday, 10 February 2025

NOMINATIONS AND WRITTEN SUBMISSIONS DUE

Friday, 21 March 2025

FINALISTS ANNOUNCED

Friday, 20 June 2025

PRESENTATION CEREMONY DINNER TICKETS CLOSE

Friday, 4 July 2025

PRESENTATION CEREMONY: TO BE ANNOUNCED

Thursday, 17 July 2025

AHA NATIONAL AWARDS CEREMONY

Monday, 24 November 2025

PLAN YOUR TIME

Don't leave it until the last minute. Plan your time and resources to write your submissions.

Decide on the submission team:

- Read the nomination booklet thoroughly
- Who are the knowledge holders?
- Elect a project "champion"
- Should you prepare in-house or outsource?
- Which categories are you going to enter?

OVERVIEW

THE AWARDS FOR EXCELLENCE

Depending on the category, awards are judged by site inspection, written submission, interview and a practical cooking assessment.

It is the entrants' responsibility to ensure that the correct material and information is supplied with each entry along with high resolution photos relevant to each category entered.

Entrants who have won awards at the NSW level may then be eligible to nominate for entry into the National Awards. Please note the categories that are applicable for the National Awards are marked with "Eligible for entry into the National Awards".

Where relevant, the hotel nominating will be required to provide judging funds pertaining to the category entered. The full list of judging voucher requirements are outlined on page 18.

The judge's decision is final and no communication will be entered into regarding the judging process or decisions. All information regarding entry and judging is strictly confidential, however feedback for individual hotels is available on request.

Finalists will be announced on Friday, 20 June 2025 via email and on our website www.accommodationawardsnsw.org.

If only one submission is received in total for a category, this category will not receive an award. A refund will be provided to the hotel.

THE 2025 NSW ACCOMMODATION AWARDS FOR EXCELLENCE
WILL BE HELD ON THURSDAY, 17 JULY 2025
AT A VENUE TO BE ANNOUNCED.

PROPERTY ACHIEVEMENT AWARDS

OVERVIEW

PROPERTY ACHIEVEMENT AWARDS

- Best Innovation Project
- Outstanding Achievement in Training
- Outstanding Community Contribution
- Best Environmental/Sustainability Practices
- Disability Inclusion and Access Award (free to enter)
- Best Health & Wellbeing Practices
- Conference and Events Venue of the Year
- Best Marketing Campaign

Entrants are advised to read the criteria and guidelines closely to ensure that all information is supplied to the judges in the submission. Entrants must ensure that information is current and relates to the qualifying period.

THE QUALIFYING PERIOD IS:

1 JANUARY 2024 - 21 MARCH 2025

WRITTEN SUBMISSION REQUIREMENTS:

TITLE PAGE:

- Name of category entering.
- Hotel name.
- Name and position of person document is prepared by.
- Key Contact details: mobile, email, phone and work address.

FORMAT:

- Font - Arial or Calibri.
- Font Size - 10-12.
- Font colour - Black only.
- Headings - In Bold.
- Table of Contents with Page Numbers.

THE SUBMISSION:

- Answer all questions.
- Stick to 1,500 word limit.
- Include supporting documents within an appendix.
- Use the category specific criteria as headings that you address throughout the written submission.
- Upload a minimum of three (3) photos in high resolution jpeg format relevant to each category.

WHAT THE JUDGES ARE LOOKING FOR:

- Evidence of a strategic approach.
- Awareness of your marketplace.
- Industry knowledge.
- Measurable goals and outcomes.
- Passion and enthusiasm.
- Well written and presented submission.

HOW TO MAXIMISE YOUR MARKS

- Present your submission like a corporate document.
- List the question as the heading, then provide an answer.
- Use tables where applicable to present figures.
- Include an appendix to support what you have outlined in the submission.

BEST INNOVATION PROJECT

(JUDGING – 100% WRITTEN SUBMISSION)

This category will be judged completely on a written submission of no more than 1,500 words, plus accompanying appendix with documents and pictures where relevant.

CRITERIA FOR ENTRY: Should demonstrate a project or initiative that showcases an innovation in the property that has led to the hotel's success either in guest services, recruitment or retention, customer engagement or efficiency.

The written submission should address the essential elements as listed on **PAGE 3** plus the following:

CATEGORY SPECIFIC QUESTIONS

- Description of the project and why it was important for the business.
- How the project concept was initiated and the person/team who had carriage of the project.
- Why the project is considered innovative.
- Did the implementation of the project lead to significant changes in processes or services within the property? Describe the culture of innovation and approaches to instil this.
- How was the success of the project measured? Is the result long term change in the business?
- New service and/or customer experience that is unique to the industry, provides new customer value and/or is a source of competitive advantage.

2024 WINNER

Rydges Resort Hunter Valley

2 OUTSTANDING ACHIEVEMENT IN TRAINING

(JUDGING – 100% WRITTEN SUBMISSION)

*ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS

This category will be judged completely on a written submission of no more than 1,500 words, plus accompanying appendix with documents and pictures where relevant.

CRITERIA FOR ENTRY: Should demonstrate the hotel's commitment to training and human resources.

The written submission should address the essential elements as listed on **PAGE 3** plus the following:

CATEGORY SPECIFIC QUESTIONS

- Contribution to raising professionalism in the industry.
- Responsive to industry needs.
- Retention of staff as a result of the training initiatives (records to be available to judges, if required).
- Internal training, schedules, training manuals etc.
- Access to and support of external training.
- Training budget spent in relation to overall expenditure.
- Support documentation to be provided for all claims.
- Initiatives taken to target skills shortages.
- Number of employees promoted over the qualifying period, including internal promotions, cross training, development plans.

2024 WINNER
Four Seasons Hotel Sydney



3 OUTSTANDING COMMUNITY CONTRIBUTION

(JUDGING – 100% WRITTEN SUBMISSION)

*ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS

This category will be judged completely on a written submission of no more than 1,500 words, plus accompanying appendix with documents and pictures where relevant. This must detail your contributions and support to the community throughout the qualifying period.

CRITERIA FOR ENTRY: Should demonstrate that your hotel plays a strong role in your community.

The written submission should address the essential elements as listed on **PAGE 3** plus the following:

CATEGORY SPECIFIC QUESTIONS

- Active participation and support of community groups and activities.
- Promotion of hotel industry to community groups.
- The extent to which the hotel environment reflects community support.
- The extent to which hotel employees embrace community involvement.
- Support of charitable institutions.
- Profile and public relations achieved through community work.
- How the hotel's community service activity fits with overall corporate objectives, (alignment between community and corporate responsibility).

2024 WINNER
Spicers Guesthouse



4 BEST ENVIRONMENTAL/ SUSTAINABILITY PRACTICES

(JUDGING – 100% WRITTEN SUBMISSION)

*ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS

This category will be judged completely on a written submission of no more than 1,500 words, plus accompanying appendix with documents and pictures where relevant. Entries are limited to one per property.

CRITERIA FOR ENTRY: Should demonstrate outstanding commitment to environmentally sustainable operations and detail the specific implementations made throughout the qualifying period.

The written submission should address the essential elements as listed on **PAGE 3** plus the following:

CATEGORY SPECIFIC QUESTIONS

- Policies in place at your hotel/resort that support environmental best practice.
- The use of energy saving devices or practices with regard to water, energy and waste.
- The quality of your in-house recycling programmes.
- The existence of environment committees or working groups within the hotel/resort to address environmental issues.
- Nominee understanding and education on the importance of environmental sustainability.
- Any other initiatives that demonstrate environmental sustainability.
- Any accreditation received and/or memberships of sustainability/ environmental organisations.
- All entrants to submit a synopsis of their organisational Sustainability Policy and Procedures as part of the appendix.
- Any other initiatives or innovations that demonstrate sustainable operations.

2024 WINNER
Crystalbrook Byron

5 DISABILITY INCLUSION AND ACCESS AWARD



JUDGING (WRITTEN SUBMISSION + SITE INSPECTION)

*ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS

CRITERIA FOR ENTRY: This category is open to all properties that demonstrate accessible accommodation and travel experiences that lead to inclusive experiences for people of all abilities, including wheelchair users, blind or low vision, deaf or loss of hearing and mental health.

The judging criteria focus is on the hospitality experience itself and best attempts for inclusivity rather than the provision of additional measures, installations or bricks and mortar (ramps etc) being required. The written submission should address the essential elements as listed on PAGE 3 plus the following:

CATEGORY SPECIFIC QUESTIONS

PROPERTY FACILITIES

- In the entrance, foyer and pathways throughout the property, are there impeding items such as plants or flower arrangements or other objects (impeding pathways, entrance areas or lobby area).
- Is the height front desk accessible? If not, do the reception staff accommodate guest needs whilst checking in?
- Are the property's additional facilities such as pool, gym, sauna etc accessible?
- Is marketing and advertising of the venue accessible (online, TV, print)?
- Are there mediums that cater for a broad range of people?

BOOKING AND RESERVATIONS

- Does the property's reservation process allow guests to request access needs, e.g. can guests book an accessible room or room near a lift?

STAFF SERVICES

- Are staff trained to assist people with their access requirements?
- Are staff able to assist guests to their room with blindness or low vision?
- Are staff trained to understand different ways to communicate with people with a disability?

BATHROOMS

- Are accessibility room bathrooms functional and safe to use?
- Are bathroom amenities such as towels, shower head, soap shampoo etc accessible?
- Are there incontinence or personal hygiene units available?

FOOD SERVICES

- Does the property offer in-room dining? Is the menu accessible within the room?
- Are staff trained to understand guest access needs when delivering in-room dining?

SAFETY

- Upon check-in, do staff explain emergency management procedures?

- Is the in-room safety and evacuation information available in accessible formats?

JUDGES WILL CONSIDER THE FOLLOWING:

- Staff asking politely if guest needed any assistance.
- Staff encouraging to assist throughout the duration of the stay.
- Staff listening and accommodating the needs of the guest.
- Menus accessible by a screen reader.
- One on one descriptive tour of a room for someone who is blind.
- Website accessibility, and the experience of booking online.
- Layout of the room.

2024 WINNER
Hotel Etico



6 BEST HEALTH & WELLBEING PRACTICES

JUDGING – 100% WRITTEN SUBMISSION)

This category will be judged completely on a written submission of no more than 1,500 words, plus accompanying appendix with documents and pictures where relevant.

CRITERIA FOR ENTRY: Should demonstrate implementation of a wellness programme, enhancing employee health, wellbeing, and productivity through comprehensive support and initiatives.

The written submission should address the essential elements as listed on **PAGE 3** plus the following:

CATEGORY SPECIFIC QUESTIONS

- Strategy in place at your hotel that supports the importance of organisational and workplace wellbeing.
- What innovative methods have been implemented to improve health and wellbeing in your workplace?
- Description of health and wellbeing initiatives provided to staff both during induction and employment.
- Evidence of the supporting initiatives developed and implemented.
- Evidence of positive employee feedback and commentary if available.

2024 WINNER

Rydges Resort Hunter Valley

7 CONFERENCE AND EVENTS VENUE OF THE YEAR

(JUDGING – 100% WRITTEN SUBMISSION)

*ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS

This category will be judged completely on a written submission of no more than 1,500 words, plus accompanying appendix with documents and pictures where relevant.

The written submission should address the essential elements as listed on **PAGE 3** plus the following:

CATEGORY SPECIFIC QUESTIONS

- Conference/function room facilities, inclusive range of meeting rooms (capacity), number of breakout rooms and proximity to restrooms.
- Describe specifically your conference/function room facilities including storage and dressing rooms, staging, technical support, theming, dance floor, table settings, staffing etc.
- Evidence of how your conference/function facilities are successfully and professionally marketed.
- Example of comprehensive conference/function package(s) within appendix.
- Food and beverage facilities and menus available within appendix.
- Outline relevant training your staff are given appropriate to functions and events.
- Photographs of the venue within appendix.
- Give examples of successful conferences/events held at your hotel during the qualifying period, outline why these events were produced from a successful team perspective.
- Outline the challenges your hotel faces in meeting and exceeding conference and event client expectations.
- Provide testimonials and feedback.
- Why your hotel should win Conference and Events Venue of the Year.

2024 WINNER

The Star, Sydney

8

BEST MARKETING CAMPAIGN

(JUDGING – 100% WRITTEN SUBMISSION)

*ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS

This category will be judged completely on a written submission of no more than 1,500 words, plus accompanying appendix with documents and pictures where relevant.

CRITERIA FOR ENTRY: Demonstration of one previous successful marketing campaign.

The written submission should address the essential elements as listed on **PAGE 3** plus the following:

CATEGORY SPECIFIC QUESTIONS

- Development stage of the marketing campaign.
- Evidence of originality and creativity.
- KPI's (key performance indicators) set for the marketing campaign.
- Quality of research and planning to achieve marketing objectives.
- Media plan and PR activities.
- In-house promotional material/advertising to support the marketing strategy.
- Success and increased popularity within the qualifying period as a result of marketing campaign (i.e. covers, occupancy, foot traffic).
- Return on investment (increased traffic generation, media exposure which all generate increase on the bottom line).
- Consistency of promotional message and brand.
- Quality and relevance of supplied promotional material (videos and or photos).
- Promotional video of the marketing campaign to be supplied (if no video can be supplied, supporting photos will suffice).



Best Innovative Project
2024 Winner
Rydges Resort Hunter Valley



Best Marketing Campaign
2024 Winner
QT Sydney



Best Environmental/
Sustainability Practices
2024 Winner
Crystalbrook Byron

PEOPLE AWARDS

OVERVIEW

The following categories are judged firstly by written submission, and then by an interview.

Entries are limited to ONE nomination per venue in each category:

- Engineer of the Year
- Finance Talent of the Year
- Revenue / Yield Talent of the Year
- Food and Beverage Talent of the Year
- Conference and Events Talent of the Year
- Marketing and Communications Talent of the Year
- Sales Talent of the Year
- Human Resources Talent of the Year
- Rooms Division Talent of the Year
- Employee Excellence in Service
- Concierge of the Year
- Housekeeper of the Year
- Chef of the Year
- Industry Rising Star
- Executive of the Year

NOTE: Applicants are awarded on their performance with the nominating property, over the qualifying period **1 JANUARY 2024 - 21 MARCH 2025**

WRITTEN SUBMISSION FORMAT:

TITLE PAGE:

- Full nominee name.
- Phonetic pronunciation of full name e.g.: "Raul Gonzalez" [rah-ool gon-sah-les].
- Name of category entering.
- Hotel name and address.
- Position of nominee.
- Image of nominee.
- Email of nominee.
- Mobile Number.
- Signature of nominee.

FORMAT:

- Font – Arial or Calibri.
- Font Size – 10-12.
- Font Colour – Black only.
- Headings – In Bold.
- Table of Contents with page numbers.

THE SUBMISSION:

- Photo or head shot of nominated employee (uploaded separately as a high resolution jpeg file)
- Answer all essential elements as well as category specific questions.

- A professional CV/Resume outlining the nominee's career history including roles and responsibilities. No more than 3 pages.
- Stick to 1,000 word limit.
- Include supporting documents – letters of support or media articles within the appendix. No more than 10 pages
- Include a letter of support from the nominator outlining the nominee's key strengths. Note letter of support is separate to the submission. No more than 1 page.
- Name and position of person document is prepared by.
- Key Contact details: mobile, email, phone and work address.

To guide you on length and format, please refer to the:

PEOPLE AWARD NOMINATION TEMPLATE

ESSENTIAL ELEMENTS

(Points are awarded for each of these areas)

- Title Page.
- A CV or resume, including qualifications, training courses attended, current awards gained from hotel or other source. CVs must be written to professional industry standards (no more than 3 pages).
- Each submission must contain one page letter of support from the nominator (General Manager or Department Head) inclusive of a brief summary of the key strengths of the nominee which make them a worthy winner (ensure the category specific criteria is addressed separately).

CATEGORY SPECIFIC CRITERIA

Please answer the specific criteria as listed under each category. Use the dot points as headings within your submission.

OPTIONAL ELEMENTS

- References/comments from guests and other relevant individuals.
- Media articles if relevant.
- Other (anything you feel will 'sell' you over other submissions).

HOW TO MAXIMISE YOUR MARKS

- Present your submission like a corporate document.
- List the question as the heading, then provide an answer.
- Use tables where applicable to present figures.
- Include an Appendix to support what you have outlined in the submission. No more than 10 pages.

COMMON PITFALLS

- Poor presentation – no cover page.
- Layout – no headings, no images.
- Not answering questions in order listed in nomination booklet.
- Not answering each question separately.

INTERVIEW

HOW TO MAXIMISE YOUR MARKS

- Relax, relax, relax.
- Dress in business attire – (even though the interview will be on zoom!)
- Prepare for the interview by reading through your application and know what your achievements and key strengths are, regardless of who wrote your submission.
- Greet the judges with a smile and introduce yourself – it will help you to relax.
- This is your opportunity to be recognised for your hard work – don't be shy – tell the judges what you have achieved.

- Show passion and enthusiasm in your responses.
- Be yourself, be honest.
- Practice answering questions about yourself in preparation for your interview.
- Take a breath before answering the question or ask the judge to repeat the question to give you more time to think about your response.
- If you get stuck on a question just smile and take a moment, then answer again.
- Remember that this is not a formal job interview. The aim is to get to know you a little better and to find out why you are excelling in your role.

The candidate must be available to appear for an interview via zoom (interview dates are between 7 April - 6 June 2025), with judges and the candidate to be advised in due course of the time and zoom link for the interview.

NOTE: APPLICANTS REQUIRE A MINIMUM OF 6 MONTHS EMPLOYMENT WITH THE NOMINATING PROPERTY.

9 ENGINEER OF THE YEAR

(JUDGING – 50% WRITTEN SUBMISSION /
50% INTERVIEW)

*ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS

This category will be judged by written submission of no more than 1,000 words plus attachments where necessary, and an interview.

The written submission should address the essential elements as listed on **PAGE 9/10** plus the following:

CATEGORY SPECIFIC QUESTIONS

- Outstanding achievements in the nominee's field, profession, work and/or community related.
- Evidence of outstanding achievement in cost reductions in operations for the property.
- Evidence of implementation of innovative concepts in the past 12 months.



2024 WINNER
Michael Stronach
PARKROYAL Darling Harbour

10 FINANCE TALENT OF THE YEAR

(JUDGING – 50% WRITTEN SUBMISSION /
50% INTERVIEW)

*ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS

This category will be judged by written submission of no more than 1,000 words plus attachments where necessary, and an interview.

The written submission should address the essential elements as listed on **PAGE 9/10** plus the following:

CATEGORY SPECIFIC QUESTIONS

- Outstanding achievements in the nominee's field, profession, work and/or community related.
- Evidence of outstanding achievement in cost savings/efficiencies for the property.
- Evidence of driving the performance of each department to achieve monthly targets.



2024 WINNER
Edith Tao
Sheraton Grand Sydney Hyde Park

11 REVENUE/YIELD TALENT OF THE YEAR

*JUDGING – 50% WRITTEN SUBMISSION /
50% INTERVIEW)*

***ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS**

This category will be judged by written submission of no more than 1,000 words plus attachments where necessary, and an interview.

The written submission should address the essential elements as listed on **PAGE 9/10** plus the following:

CATEGORY SPECIFIC QUESTIONS

- Outstanding achievements in the nominee's field, profession, work and/or community related.
- Demonstration of how the nominee works closely with colleagues to achieve revenue targets across different departments.
- Evidence of challenges faced in the past 12 months and solutions implemented to reach targets.
- Example of best performing revenue strategy.

2024 WINNER

Amy Lembke, PARKROYAL Darling Harbour

12 FOOD AND BEVERAGE TALENT OF THE YEAR

*(JUDGING – 50% WRITTEN SUBMISSION /
50% INTERVIEW)*

***ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS**

This category will be judged by written submission of no more than 1,000 words plus attachments where necessary, and an interview.

The written submission should address the essential elements as listed on **PAGE 9/10** plus the following:

CATEGORY SPECIFIC QUESTIONS

- Outstanding achievements in the nominee's field, profession, work and/or community related.
- Demonstration of how the nominee develops connections with guests and colleagues to ensure customer service standards are upheld and smooth operations are in place.
- Evidence of challenges faced in the past 12 months and solutions implemented to reach targets.
- Example of best customer review.

2024 WINNER

Vinura de Silva, Oaks Cypress Lakes Resort

13 CONFERENCE AND EVENTS TALENT OF THE YEAR

*(JUDGING – 50% WRITTEN SUBMISSION /
50% INTERVIEW)*

***ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS**

This category will be judged by written submission of no more than 1,000 words, plus attachments where necessary, and an interview.

The written submission should address the essential elements as listed on **PAGE 9/10** plus the following:

CATEGORY SPECIFIC QUESTIONS

- Outstanding achievements in the nominee's field, profession, work and/or community.
- Demonstration of how individual develops connections with guests and colleagues to ensure customer service standards are upheld for all conference and event bookings.
- Evidence of challenges faced in the past 12 months and solutions implemented to deliver seamless conference and events.
- Example of most successful conference or event.

2024 WINNER

Tegan Skyllas, Rydges Sydney Central

14 MARKETING AND COMMUNICATIONS TALENT OF THE YEAR

(JUDGING – 50% WRITTEN SUBMISSION / 50% INTERVIEW)

*ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS

This category will be judged by written submission of no more than 1,000 words, plus attachments where necessary, and an interview. Entries are limited to one per property.

The written submission should address the essential elements as listed on **PAGE 9/10** plus the following:

CATEGORY SPECIFIC QUESTIONS

- Outstanding achievements in the nominee's field, profession, work and/or community related.
- Demonstration of how the individual ensures brand consistency across all marketing and communications platforms.
- Evidence of a successful marketing and/or communications campaign implemented for the property.

2024 WINNER

Jessica O'Connell, The Fullerton Hotel Sydney

15 SALES TALENT OF THE YEAR

(JUDGING – 50% WRITTEN SUBMISSION / 50% INTERVIEW)

*ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS

This category will be judged by written submission of no more than 1,000 words, plus attachments where necessary, and an interview.

The written submission should address the essential elements as listed on **PAGE 9/10** plus the following:

CATEGORY SPECIFIC QUESTIONS

- Outstanding achievements in the nominee's field, profession, work and/or community related.
- Evidence of achievements in meeting sales targets.
- Evidence of challenges faced in the past 12 months and solutions implemented to meet sales targets.

2024 WINNER

Asha Naidu, The Grace Hotel

16 HUMAN RESOURCES TALENT OF THE YEAR

(JUDGING – 50% WRITTEN SUBMISSION / 50% INTERVIEW)

*ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS

This category will be judged by written submission of no more than 1,000 words plus attachments, where necessary, and an interview.

The written submission should address the essential elements as listed on **PAGE 9/10** plus the following:

CATEGORY SPECIFIC QUESTIONS

- Outstanding achievements in the nominee's field, profession, work and/or community related.
- Evidence of the nominee's commitment to corporate sustainability best practice (ethics, leadership, personal responsibility and trust) within the property.
- Demonstration of successful implementation of HR practices (retention rates, training, performance management, internal vacancies).
- Evidence of HR challenges faced in the past 12 months and solutions implemented to overcome these.

2024 WINNER

Justine Dorrell, Elements of Byron

17 ROOMS DIVISION TALENT OF THE YEAR

(JUDGING – 50% WRITTEN SUBMISSION /
50% INTERVIEW)

*ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS

This category will be judged by written submission
of no more than 1,000 words plus attachments
where necessary, and an interview.

The written submission should address the essential
elements as listed on **PAGE 9/10** plus the following:

CATEGORY SPECIFIC QUESTIONS

- Outstanding achievements in the nominee's field,
profession, work and/or community related.
- Demonstration of successful strategies
implemented to ensure guest satisfaction.
- Evidence of challenges faced in the past 12
months and solutions implemented to overcome
these.

2024 WINNER

Mehul Desai, Ovolo Woolloomooloo

18 EMPLOYEE EXCELLENCE IN SERVICE

(JUDGING – 50% WRITTEN SUBMISSION /
50% INTERVIEW)

*ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS

This category will be judged by written submission
of no more than 1,000 words plus attachments
where necessary, and an interview.

The written submission should address the essential
elements as listed on **PAGE 9/10** plus the following:

CATEGORY SPECIFIC QUESTIONS

- Outstanding achievements in the nominee's field,
profession, work and/or community related.
- Demonstration of successful strategies
implemented to ensure service standards for the
property are upheld.
- An example of an instance where the nominee
has exhibited service above and beyond all
expectations in the accommodation industry.

2024 WINNER

Varsha Nandni, The Darling Sydney

19 CONCIERGE OF THE YEAR

(JUDGING – 50% WRITTEN SUBMISSION /
50% INTERVIEW)

*ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS

This category will be judged by written submission
of no more than 1,000 words plus attachments
where necessary, and an interview.

The written submission should address the essential
elements as listed on **PAGE 9/10** plus the following:

CATEGORY SPECIFIC QUESTIONS

- Outstanding achievements in the nominee's field,
profession, work and/or community related.
- Demonstration of successful guest experience
strategies implemented to ensure service
standards for the property are upheld.
- Demonstration of how the nominee collaborates
with key influential tourism suppliers to provide
unparalleled guest experiences.

2024 WINNER

Jonathan Fambart, Capella Sydney

20 HOUSEKEEPER OF THE YEAR

JUDGING – 50% WRITTEN SUBMISSION / 50% INTERVIEW)

*ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS

This category will be judged by written submission of no more than 1,000 words plus attachments where necessary, and an interview.

The written submission should address the essential elements as listed on **PAGE 9/10** plus the following:

CATEGORY SPECIFIC QUESTIONS

- Outstanding achievements in the nominee's field, profession, work and/or community related.
- Demonstration of contribution to property systems and processes to improve efficiencies and cost reductions of housekeeping operations.
- Demonstration of successful strategies implemented to ensure service standards for the property are upheld.

2024 WINNER

Rosa Pitt, View Sydney

21 CHEF OF THE YEAR

(JUDGING – 20% WRITTEN SUBMISSION / 80% PRACTICAL COOKING AND INTERVIEW)

*ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS

This category will be judged by written submission of no more than 1,000 words, plus attachments where necessary, and a practical cooking demonstration and interview with a highly regarded industry chef.

As part of the interview process for this category, candidates will be required to participate in a practical cooking element. An industry chef will come to the property and the candidate will then prepare one (1) dish of their choice and one (1) dish selected by the judge on the current restaurant menu. The practical cooking assessment will be required to take place in the nominee's property kitchen followed by a sit down interview with the judge.

The written submission should address the essential elements as listed on **PAGE 9/10** plus the following:

CATEGORY SPECIFIC QUESTIONS

- Please outline the dish and composition of the Chef's choice dish.
- Please attach the full current menu on offer at the property.

2024 WINNER

Ebony Baker, Elements of Byron

22 INDUSTRY RISING STAR

(JUDGING – 50% WRITTEN SUBMISSION / 50% INTERVIEW)

*ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS

CRITERIA FOR ENTRY: The candidate must be employed for six (6) months or more with the nominating property. The candidate should be within the first five years of their career/field within the hospitality industry.

This category will be judged by written submission of no more than 1,000 words with supporting documentation and an interview.

The written submission should address the essential elements as listed on **PAGE 9/10** plus the following:

CATEGORY SPECIFIC QUESTIONS

- How the nominee demonstrated excellence in their role, over and above their job description.
- What recognition the nominee has received from the hospitality industry.
- What training courses the nominee has undertaken or is planning to undertake to further their career in the hospitality industry.

2024 WINNER

Daniel Siang Lee, The Langham Sydney

23 EXECUTIVE OF THE YEAR

(JUDGING - 50% WRITTEN SUBMISSION/50% INTERVIEW)

*ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS

CRITERIA FOR ENTRY: Employed for no less than six (6) months prior to nomination in one of the following positions; CEO, Owner, General Manager, Executive Assistant Manager or Operations Manager.

This category will be judged by written submission of no more than 1,000 words with supporting documentation and an interview.

The written submission should address the essential elements as listed on **PAGE 9/10** plus the following:

CATEGORY SPECIFIC QUESTIONS

- Outstanding achievements - work or community related.
- How the employee displayed excellence in their role.
- Evidence of individuals commitment in leadership and mentoring, commitment to the industry, communication, motivation and people skills.
- Personal presentation and personality through the interview process will also be taken into account.
- Accompanying documents such as guest comments, references, articles and/or certificates.
- Evidence of the nominee's commitment to corporate sustainability best practice (ethics, leadership, personal responsibility and trust) within the property.

Executive of the Year
2024 Winner
Joanna Carruthers
Rydges Sydney Airport



Rooms Division Talent of the Year
2024 Winner
Mehul Desai, Ovolo Woolloomooloo

Employee Excellence In Service
2024 Winner
Varsha Nandni, The Darling Sydney



Concierge of the Year
2024 Winner
Jonathan Fambart, Capella Sydney



Industry Rising Star
2024 Winner
Daniel Siang Lee
The Langham Sydney



PROPERTY AWARDS

OVERVIEW

All property award categories (except 'Redeveloped / Refurbished Hotel of the Year') are judged 100% by anonymous site inspections which require voucher funds to be provided to cover the cost of judging. Redeveloped/Refurbished Hotel of the Year will be judged 100% on your written submission.

ENTRIES ARE LIMITED TO ONE NOMINATION PER VENUE IN EACH CATEGORY:

- Best Casual Dining Experience
- Best Hotel Breakfast
- Restaurant of the Year (Mid Range – Superior Hotels)
- Restaurant of the Year (Deluxe - Luxury Hotels)
- Bar of the Year (Mid-Range – Superior Hotels)
- Bar of the Year (Deluxe - Luxury Hotels)
- Best Outdoor Experience (including rooftop bars)
- Best Health Spa & Wellness Experience
- Redeveloped/Refurbished Property of the Year
- Motel of the Year
- Apartment/Suite Hotel of the Year
- Mid-Range Hotel of the Year
- Best Boutique Accommodation Experience
- Superior Hotel of the Year
- Deluxe Hotel of the Year
- Luxury Hotel of the Year

SITE INSPECTION INFORMATION

Ensure all staff are aware that you are entering the awards and that they can expect a judge to visit the property anytime from the 24 March - 13 June 2025.

NOTE: Applicants are awarded on their performance with the nominating property, over the qualifying period (1 January 2024 - 21 March 2025).

HOW TO MAXIMISE YOUR MARKS

Audit yourself against each of the category criteria for example:

- Attention to cleanliness and hygiene.
- Are all your in-house marketing materials and menus well-presented or do they need replacing?
- Do all the lights and other fittings work in each room?
- Does your team promote the property's facilities to guests?
- Are all legal notices clearly displayed?
- Does any furniture/blinds need replacing?
- Do your staff use the guest's name where applicable?

COMMON PITFALLS

- Operator not using guest's name.
- Not promoting property facilities.
- Lack of knowledge of local events or attractions.
- Lack of communication around delays – luggage, room service, meal service.
- Lack of in-house marketing on display throughout the property.
- Delayed delivery of meals.
- Specials not available.
- Lack of staff attentiveness to guests or clearing of tables.
- General cleanliness and presentation of rooms and public areas.

JUDGING FUNDS

Please note: We are not accepting vouchers as a form of payment in the 2025 NSW Accommodation Australia Awards for Excellence.

Some categories require the property to supply additional funds to cover accommodation or meal costs that are associated with judging the property. This allows the judge to comfortably and anonymously make reservations and to enjoy the property to its full extent without being inhibited financially. There is no limit to the value you put on the amount, as we encourage each property to make it an amount that you feel adequately covers what will be judged, as each property will differ in pricing. This can be done through the NSW Accommodation Awards website when entering nominations by selecting 'voucher funds'.

VOUCHER FUND REQUIREMENTS

BEST CASUAL DINING EXPERIENCE

**Voucher funds for two adults to cover 2 courses, beverages and parking must be provided to cover the cost of judging.

BEST HOTEL BREAKFAST

**Voucher funds for two adults to cover breakfast beverages and parking must be provided to cover the cost of judging.

RESTAURANT OF THE YEAR (MID RANGE – SUPERIOR HOTELS)

**Voucher funds for two adults to cover 3 courses, beverages and parking must be provided to cover the cost of judging.

RESTAURANT OF THE YEAR (DELUXE - LUXURY HOTELS)

**Voucher funds for two adults to cover 3 courses, beverages and parking must be provided to cover the cost of judging.

BAR OF THE YEAR (MID-RANGE – SUPERIOR HOTELS)

**Voucher funds for two adults to cover drinks and bar snacks must be provided to cover the cost of judging.

BAR OF THE YEAR (DELUXE - LUXURY HOTELS)

**Voucher funds for two adults to cover drinks and bar snacks must be provided to cover the cost of judging.

BEST OUTDOOR EXPERIENCE (INCLUDING ROOFTOP BARS)

**Voucher funds for two adults to cover drinks and bar snacks must be provided to cover the cost of judging.

BEST HEALTH SPA & WELLNESS EXPERIENCE

**Voucher funds for one adult to cover a treatment up to \$250 must be provided to cover the cost of judging.

MOTEL OF THE YEAR

**Voucher funds for two adults to cover one night's accommodation (standard room), breakfast allowance and parking must be provided to cover the cost of judging.

APARTMENT/SUITE OF THE YEAR

**Voucher funds for two adults to cover one night's accommodation (standard apartment) breakfast allowance and parking must be provided to cover the cost of judging.

MID-RANGE HOTEL OF THE YEAR

**Voucher funds for two adults to cover one night's accommodation (standard room), breakfast, dinner, beverages and parking must be provided to cover the cost of judging.

BEST BOUTIQUE ACCOMMODATION EXPERIENCE

**Voucher funds for two adults to cover one night's accommodation (standard room), breakfast allowance and parking must be provided to cover the cost of judging.

SUPERIOR HOTEL OF THE YEAR

**Voucher Funds for two adults to cover one night's accommodation (standard room), breakfast, dinner, beverages, parking and a room service option to the value of \$100 must be provided to cover the cost of judging.

DELUXE HOTEL OF THE YEAR

**Voucher funds for two adults to cover one night's accommodation (deluxe room), breakfast, dinner, beverages, parking and a room service option to the value of \$100 must be provided to cover the cost of judging.

LUXURY HOTEL OF THE YEAR

**Voucher funds for two adults to cover one night's accommodation (luxury room), breakfast, dinner, beverages, parking and a room service option to the value of \$100 must be provided to cover the cost of judging.

24 BEST CASUAL DINING EXPERIENCE

(JUDGING – 100% ANONYMOUS SITE INSPECTION)

***ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS**

****JUDGING FUNDS REQUIRED: FUNDS FOR TWO ADULTS TO COVER 2 COURSES, BEVERAGES AND PARKING MUST BE PROVIDED TO COVER THE COST OF JUDGING.**

CRITERIA FOR ENTRY: This category is open for properties located both within and outside the Sydney metropolitan area.

THE JUDGES WILL BE ASSESSING THE FOLLOWING POINTS:

FOOD

- Value relative to price and quality.
- Presentation, quality and composition of dish.
- Originality, selection and variety, including daily specials.
- Accuracy and presentation of menu.
- Integration of local produce.
- Attractiveness of buffet presentation (if applicable).
- General quality.

BEVERAGES

- Presentation, accuracy of beverage lists.
- Variety of beers, spirits, cocktails, soft drinks and coffees.
- Variety of wines available by the glass.
- Served at the correct temperatures.
- Value for money.

SERVICE

- Presentation of staff and premises.
- Cleanliness of premises.
- Friendly and courteous staff.
- Appropriate and efficient service.

GENERAL

- Measure of popularity.
- Overall cleanliness and hygiene.
- Characteristics – theme, character, decor, design.
- Range of skills displayed by staff.
- Success in market positioning.
- Children's interests catered for inclusive of special meals etc.
- Range of promotional products and activities.
- Ambience: audio visual, lighting, music.

2024 WINNER
Abode Bistro.Bar
PARKROYAL Darling Harbour



25 BEST HOTEL BREAKFAST

NEW

(JUDGING – 100% ANONYMOUS SITE INSPECTION)

****JUDGING FUNDS REQUIRED: FUNDS FOR TWO ADULTS TO COVER BREAKFAST, BEVERAGES AND PARKING MUST BE PROVIDED TO COVER THE COST OF JUDGING.**

CRITERIA FOR ENTRY: This category is open to hotels with a breakfast offering not exclusive to hotel guests.

THE JUDGES WILL BE ASSESSING THE FOLLOWING POINTS:

FOOD

- Value relative to price and quality.
- Presentation, quality and composition of dishes.
- Originality, selection and variety.
- Accuracy and presentation of menus.
- Integration of local produce.
- Attractiveness of buffet presentation (if applicable).
- General quality.

BEVERAGES

- Presentation, accuracy of beverage lists.
- Variety of juice, soft drink, coffee, tea and cocktails.
- Served at the correct temperature.
- Value for money.

SERVICE

- Presentation of staff and premises.
- Cleanliness of premises.
- Friendly and courteous staff.
- Appropriate and efficient service.

GENERAL

- Overall cleanliness and hygiene.
- Characteristics – theme, character, decor, design.
- Range of skills displayed by staff.
- Children's interests catered for inclusive of special meals etc.
- Range of promotional products and activities.
- Ambience: lighting, music.

Restaurant of the Year
(Deluxe Hotels)
2024 Winner
Restaurant Amara -
Spicers Sangoma Retreat



Restaurant of the Year
(Mid-Range –
Superior Hotels)
2024 Winner
Glass Brasserie -
Hilton Sydney

26 RESTAURANT OF THE YEAR (MID-RANGE – SUPERIOR HOTELS)

(JUDGING – 100% ANONYMOUS SITE INSPECTION)

*ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS

****JUDGING FUNDS REQUIRED – FUNDS FOR TWO ADULTS TO COVER 3 COURSES, BEVERAGES AND PARKING MUST BE PROVIDED TO COVER THE COST OF JUDGING.**

CRITERIA FOR ENTRY: This category is open for restaurants within Midscale to Superior Hotels located both within and outside the Sydney metropolitan area.

NOTE: Only internally operated restaurants are eligible to nominate into Restaurant of the Year (Mid-range - Superior Hotels).

27 RESTAURANT OF THE YEAR (DELUXE - LUXURY HOTELS)

(JUDGING – 100% ANONYMOUS SITE INSPECTION)

*ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS

****JUDGING FUNDS REQUIRED – FUNDS FOR TWO ADULTS TO COVER 3 COURSES, BEVERAGES AND PARKING MUST BE PROVIDED TO COVER THE COST OF JUDGING.**

CRITERIA FOR ENTRY: This category is open for restaurants within Deluxe or Luxury Hotels located both within and outside the Sydney metropolitan area.

NOTE: Only internally operated restaurants are eligible to nominate into Restaurant of the Year (Deluxe - Luxury Hotels).

THE JUDGES WILL BE ASSESSING THE FOLLOWING POINTS FOR BOTH AWARDS:

FOOD

- Value relative to price and quality.
- Presentation, quality and composition of dish.
- Originality, selection and variety, including daily specials.
- Accuracy and presentation of menu.
- Integration of local produce.

BEVERAGES

- Presentation and accuracy of beverage lists.
- Variety of wine, beers, spirits, cocktails, soft drinks and coffees.
- Variety of wines available by the glass.
- Integration of local wines (if applicable).
- Served at the correct temperature.

SERVICE

- Presentation of staff and premises.
- Cleanliness of premises.
- Friendly and courteous staff.
- Appropriate and efficient service.
- Product knowledge (food and wine).

GENERAL

- Measure of popularity.
- Overall cleanliness and hygiene.
- Characteristics – theme, unique, character, decor, design.
- Range of skills displayed by staff.
- Success in relative market positioning.
- Exterior of restaurant.
- Condition of furniture, fittings and electrical.
- Ambience, lighting, background music.
- Quality of table setting (glassware, crockery and cutlery, table linen).

28 BAR OF THE YEAR (MID-RANGE – SUPERIOR HOTELS)

(JUDGING – 100% ANONYMOUS SITE INSPECTION)

***ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS**

JUDGING FUNDS REQUIRED: FUNDS FOR TWO ADULTS TO COVER DRINKS AND BAR SNACKS MUST BE PROVIDED TO COVER THE COST OF JUDGING.

CRITERIA FOR ENTRY: This category is open for bars within Midscale to Superior Hotels located both within and outside the Sydney metropolitan area.

THE JUDGES WILL BE ASSESSING THE FOLLOWING POINTS FOR BOTH AWARDS:

- Outstanding customer service.
- Bar presentation to be of the highest standard.
- Presentation of staff.
- Staff knowledge and efficiency.
- Bar décor and ambience.
- Range of beverages available.

2024 WINNER
Jackalberry - Hyatt Regency Sydney



29 BAR OF THE YEAR (DELUXE - LUXURY HOTELS)

(JUDGING – 100% ANONYMOUS SITE INSPECTION)

***ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS**

JUDGING FUNDS REQUIRED: FUNDS FOR TWO ADULTS TO COVER DRINKS AND BAR SNACKS MUST BE PROVIDED TO COVER THE COST OF JUDGING.

CRITERIA FOR ENTRY: This category is open for bars within Deluxe or Luxury Hotels located both within and outside the Sydney metropolitan area.



2024 WINNER
The Bar -
InterContinental Sydney
Double Bay

30 BEST OUTDOOR EXPERIENCE (INCLUDING ROOFTOP BARS)

JUDGING (100% ANONYMOUS SITE INSPECTION)

***ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS**

****JUDGING FUNDS REQUIRED: FUNDS FOR TWO ADULTS TO COVER DRINKS AND BAR SNACKS MUST BE PROVIDED TO COVER THE COST OF JUDGING.**

CRITERIA FOR ENTRY: This category recognises a property's outdoor space; rooftops, outdoor terraces, decks, and courtyards are all eligible to enter.

THE JUDGES WILL BE ASSESSING THE FOLLOWING POINTS:

- External and internal approach of venue and outdoor space.
- Variety and quality of furniture styles are relevant to outdoor area and integration with rest of the property.
- Ambience – audio visual, lighting, music.
- Facility complies with tobacco legislations.
- Styled to accommodate patrons who wish to smoke.
- Visible and clear signage.
- Suitability of all weather conditions, including adequate heating and cooling facilities, shade, and rain cover.
- Proximity to service areas and amenities.
- Adequate safety and security.
- Hygiene and cleanliness.
- Staff presentation and quality of interaction.
- Staff knowledge and efficiency.
- Bar presentation to be of the highest standard.
- Bar décor and ambience.
- Availability of a selection of food.
- Beverage experience and offerings (presentation, accuracy, appearance, variety, and quality).



2024 WINNER
Aster
InterContinental Sydney

31 BEST HEALTH SPA & WELLNESS EXPERIENCE

(JUDGING – 100% ANONYMOUS SITE INSPECTION)

****JUDGING FUNDS REQUIRED: FUNDS FOR ONE ADULT TO COVER A TREATMENT UP TO \$250 MUST BE PROVIDED TO COVER THE COST OF JUDGING.**

CRITERIA FOR ENTRY: To qualify for this category, the property should have operated for minimum of six (6) months at the time of nomination.

THE JUDGES WILL BE ASSESSING THE FOLLOWING POINTS:

- Outstanding customer service.
- Array of services available.
- Quality of service and cleanliness.
- Quality of facilities.
- Décor and ambience.
- Presentation of staff.
- Relative value for money.

2024 WINNER
Crown Spa
Crown Towers Sydney



32 REDEVELOPED/REFURBISHED PROPERTY OF THE YEAR

(JUDGING - 100% WRITTEN SUBMISSION)

***ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS**

Note: This category is not available for new build properties. New build properties that have operated for a minimum of six (6) months are eligible to enter the relevant property award i.e. Luxury Hotel of the Year.

This category will be judged 100% on your written submission (which should include no more than 1,500 words, website referral, photographs and backup documentation). A guided site inspection may also be conducted.

CRITERIA FOR ENTRY: This category is proposed for a property that has had an overall redevelopment or has opened a newly refurbished venue or area i.e. guest rooms, lobby, bar, restaurant etc.

The refurbishment must have been completed during the qualifying period, 1 January 2024 - 21 March 2025 and operated under refurbished conditions for a minimum of three (3) months.

Guided site inspection dates will be arranged between 7 April - 6 June 2025. The property will be contacted to schedule a time with the judge.

Please refer to the full requirements and criteria for this category on **PAGE 25**.



2024 WINNER

Bells at Killcare Boutique Hotel, Restaurant & Spa

REDEVELOPED/REFURBISHED PROPERTY OF THE YEAR

WRITTEN SUBMISSION REQUIREMENTS

TITLE PAGE:

- Name of category entering.
- Property name.
- Name and position of person document is prepared by.
- Key Contact details: mobile, email, phone and work address.

FORMAT:

- Font – Arial or Calibri.
- Font Size – 10-12.
- Font Colour – Black only.
- Headings – In Bold.
- Table of Contents with Page Numbers.
- Answer all questions.
- 1,500 word limit.
- Include pictures and supporting documents within an appendix.
- Use the category specific criteria as headings that you address throughout the written submission.

HOW TO MAXIMISE YOUR MARKS

WRITTEN SUBMISSIONS:

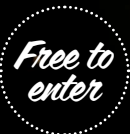
- Present your submission like a corporate document.
- List the question as the heading, then provide an answer.
- Use tables where applicable to present figures.
- Include an Appendix to support what you have outlined in the submission.

THE JUDGES WILL BE ASSESSING THE FOLLOWING POINTS:

- Evidence the redevelopment project was completed during the qualifying period and has operated under refurbished conditions for a minimum of three (3) months.
- Philosophy behind redevelopment and entrepreneurial vision i.e. evidence of target market research.
- Evidence of architectural innovation, décor and design features within the redevelopment, refurbishment.

- Evidence of refurbishment enhancing the overall standard of the premises and evidence of significant improvements in customer facilities.
- Increase of visitation.
- Information provided of the total dollar value of the entire renovation. Total cost of investment and ROI (return on investment).
- Refurbishment appropriate to clientele and consistent with the needs of the relevant customer base post development.
- Ambience of the redeveloped areas within the venue.
- Environmental and energy saving considerations.
- Staff efficiency improvements.

33 MOTEL OF THE YEAR



(JUDGING – 100% ANONYMOUS SITE INSPECTION)

****JUDGING FUNDS REQUIRED: FUNDS FOR TWO ADULTS TO COVER ONE NIGHT'S ACCOMMODATION (STANDARD ROOM), BREAKFAST ALLOWANCE AND PARKING MUST BE PROVIDED TO COVER THE COST OF JUDGING.**

CRITERIA FOR ENTRY: This category applies to motel style accommodation and has been operating for a minimum of six (6) months at the time of nomination.

THE JUDGES WILL BE ASSESSING THE FOLLOWING POINTS:

- What is it about staying at your property that sets it apart from the rest?
- Motel fit out quality.
- The level and quality of services provided/available to guests.
- The appearance and quality of motel reception.
- The additional benefits you provide to your guests.
- The programmes in place for your regular guests. For example: rewards, meal vouchers.
- Friendliness and efficiency of staff, level of service and anticipation of guest needs.
- Room décor and comfort, condition of fittings.
- Theme, character, atmosphere and activities.
- Quality in food and beverage.
- In-house marketing.
- Security and safety.
- Evidence of environmental sustainability best practice throughout the motel.

2024 WINNER

Highlands Motor Inn

34 APARTMENT/SUITE HOTEL OF THE YEAR

(JUDGING – 100% ANONYMOUS SITE INSPECTION)

***ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS**

****JUDGING FUNDS REQUIRED: FUNDS FOR TWO ADULTS TO COVER ONE NIGHT'S ACCOMMODATION (STANDARD APARTMENT) BREAKFAST ALLOWANCE AND PARKING MUST BE PROVIDED TO COVER THE COST OF JUDGING.**

CRITERIA FOR ENTRY: To qualify for this category, the property should offer fully self-contained accommodation and has operated for a minimum of six (6) months at the time of nomination.

THE JUDGES WILL BE ASSESSING THE FOLLOWING POINTS:

- What is it about staying at your property that sets it apart from the rest?
- Apartment/Suite fit out quality.
- Apartment/Suite kitchen, quality of appliances etc.
- Arrival and departure experience.
- The level and quality of services provided/available to guests.
- Presentation of staff; courteous, professional and well groomed.
- The appearance and quality of hotel facilities in both individual accommodation rooms and the overall property. The programmes in place for your regular guests, e.g. rewards, corporate clubs.
- Friendliness and efficiency of staff, level of service and anticipation of guest needs.
- Apartment/suite décor and comfort, condition of fittings.
- Theme, character, atmosphere and activities.
- Apartment/Suite exterior.
- Professionalism and outstanding customer service.
- Security and safety.
- Evidence of environmental sustainability best practice throughout the hotel.

2024 Winner

Leisure Inn Spires

35 MID-RANGE HOTEL OF THE YEAR

(JUDGING – 100% ANONYMOUS SITE INSPECTION)

*ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS

JUDGING FUNDS REQUIRED: FUNDS FOR TWO ADULTS TO COVER ONE NIGHT'S ACCOMMODATION (STANDARD ROOM), BREAKFAST, DINNER, BEVERAGES AND PARKING MUST BE PROVIDED TO COVER THE COST OF JUDGING.

CRITERIA FOR ENTRY: This category applies to Mid-Scale and Upper Mid-Scale accommodation which has operated for a minimum of six (6) months at the time of nomination.

THE JUDGES WILL BE ASSESSING THE FOLLOWING POINTS:

- What is it about staying at your property that sets it apart from the rest?
- The level and quality of services provided/ available to guests.
- The appearance and quality of hotel facilities in both individual accommodation rooms and the overall property.
- How the food and beverage services complement the accommodation experience.
- The additional benefits you provide to your guests, e.g. turn-down service, robes, valet parking.
- Conference and function facilities (optional).
- The programmes in place for your regular guests, e.g. rewards, corporate clubs.
- Friendliness and efficiency of staff, level of service and anticipation of guest needs.
- Room décor and comfort, condition of fittings.
- Theme, character, atmosphere and activities.
- Variety and standard of food and beverage outlets and services, including availability and standard of room service.
- Quality in food and beverage.
- Corporate facilities, i.e. business centre, meeting rooms etc.
- Recreational facilities, pool, spa, gym etc.
- In-house marketing.
- Security and safety.

2024 WINNER
Little National Hotel Sydney



36 BEST BOUTIQUE ACCOMMODATION EXPERIENCE

NEW

(JUDGING – 100% ANONYMOUS SITE INSPECTION)

JUDGING FUNDS REQUIRED: FUNDS FOR TWO ADULTS TO COVER ONE NIGHT'S ACCOMMODATION (STANDARD ROOM), BREAKFAST ALLOWANCE AND PARKING MUST BE PROVIDED TO COVER THE COST OF JUDGING.

CRITERIA FOR ENTRY: This category applies to boutique accommodation with no onsite food and beverage offerings which has operated for a minimum of six (6) months at the time of nomination.

THE JUDGES WILL BE ASSESSING THE FOLLOWING POINTS:

- What is it about staying at your property that sets it apart from the rest?
- The level and quality of services provided/ available to guests.
- The appearance and quality of hotel facilities in both individual accommodation rooms and the overall property.
- The additional benefits you provide to your guests, e.g. turn-down service, robes, valet parking.
- The programmes in place for your regular guests, e.g. rewards, corporate clubs.
- Friendliness and efficiency of staff, level of service and anticipation of guest needs.
- Room décor and comfort, condition of fittings.
- Theme, character, atmosphere and activities.
- Corporate facilities, i.e. business centre.
- Recreational facilities, pool, spa, gym etc.
- Security and safety.



Motel of the Year
2024 Winner
Highlands Motor Inn



Apartment/Suite Hotel
of the Year
2024 Winner
Leisure Inn Spires

37 REGIONAL SUPERIOR HOTEL OF THE YEAR

(JUDGING – 100% ANONYMOUS SITE INSPECTION)

***ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS**

****JUDGING FUNDS REQUIRED: FUNDS FOR TWO ADULTS TO COVER ONE NIGHT'S ACCOMMODATION (STANDARD ROOM), BREAKFAST, DINNER, BEVERAGES, PARKING AND ROOM SERVICE TO THE VALUE OF \$100 MUST BE PROVIDED TO COVER THE COST OF JUDGING.**

CRITERIA FOR ENTRY: To qualify for this category the property should be a superior hotel located outside the Sydney metropolitan area and have operated for a minimum of six (6) months at the time of nomination.

THE JUDGES WILL BE ASSESSING THE FOLLOWING POINTS FOR BOTH AWARDS:

- What is it about staying at your property that sets it apart from the rest?
- The level and quality of services provided/available to guests.
- The appearance and quality of hotel facilities in both individual accommodation rooms and the overall property.
- How the food and beverage services complement the accommodation experience.
- The additional benefits you provide to your guests, e.g. turn-down service, robes, valet parking.
- Conference and function facilities (optional).
- The programmes in place for your regular guests, e.g. rewards, corporate clubs.
- Friendliness and efficiency of staff, level of service and anticipation of guest needs.
- Room décor and comfort, condition of fittings.
- Theme, character, atmosphere and activities.
- Dedication to perfection apparent: discreet but effective.
- Variety and standard of food and beverage outlets and services, including room service.
- Quality in food and beverage.
- Corporate facilities, i.e. business centre, meeting rooms, etc.
- Recreational facilities, pool, spa, gym etc.
- Availability and efficiency of concierge services.
- In-house marketing.
- Security and safety.
- Evidence of environmental sustainability best practice throughout the hotel.

38 METROPOLITAN SUPERIOR HOTEL OF THE YEAR

(JUDGING – 100% ANONYMOUS SITE INSPECTION)

***ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS**

****JUDGING FUNDS REQUIRED: FUNDS FOR TWO ADULTS TO COVER ONE NIGHT'S ACCOMMODATION (STANDARD ROOM), BREAKFAST, DINNER, BEVERAGES, PARKING AND ROOM SERVICE TO THE VALUE OF \$100 MUST BE PROVIDED TO COVER THE COST OF JUDGING.**

CRITERIA FOR ENTRY: To qualify for this category, the property should be a superior hotel located within the Sydney metropolitan area and have operated for a minimum of six (6) months at the time of nomination.

Metropolitan Superior Hotel of the Year 2024 Winner Hilton Sydney



Regional Superior Hotel of the Year 2024 Winner Rydges Resort Hunter Valley



39 REGIONAL DELUXE HOTEL OF THE YEAR

(JUDGING – 100% ANONYMOUS SITE INSPECTION)

*ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS

****JUDGING FUNDS REQUIRED: FUNDS FOR TWO ADULTS TO COVER ONE NIGHT'S ACCOMMODATION (DELUXE ROOM), BREAKFAST, DINNER, BEVERAGES, PARKING AND ROOM SERVICE TO THE VALUE OF \$100 MUST BE PROVIDED TO COVER THE COST OF JUDGING.**

CRITERIA FOR ENTRY: This category is open for deluxe hotels located within NSW that have operated for a minimum of six (6) months at the time of nomination.

THE JUDGES WILL BE ASSESSING THE FOLLOWING POINTS FOR BOTH AWARDS:

- What is it about staying at your property that sets it apart from the rest?
- The level and quality of services provided/available to guests.
- The appearance and quality of hotel facilities in both individual accommodation rooms and the overall property.
- How the food and beverage services complement the accommodation experience.
- The additional benefits you provide to your guests, e.g. turn-down service, robes, valet parking.
- Conference and function facilities (optional).
- The programmes in place for your regular guests, e.g. rewards, corporate clubs.
- Friendliness and efficiency of staff, level of service and anticipation of guest needs.
- Dedication to perfection apparent: discreet but effective.
- Room décor and comfort, condition of fittings.
- Theme, character, atmosphere and activities.

40 METROPOLITAN DELUXE HOTEL OF THE YEAR

(JUDGING – 100% ANONYMOUS SITE INSPECTION)

*ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS

****JUDGING FUNDS REQUIRED: FUNDS FOR TWO ADULTS TO COVER ONE NIGHT'S ACCOMMODATION (DELUXE ROOM), BREAKFAST, DINNER, BEVERAGES, PARKING AND ROOM SERVICE TO THE VALUE OF \$100 MUST BE PROVIDED TO COVER THE COST OF JUDGING.**

CRITERIA FOR ENTRY: This category is open for deluxe hotels located within NSW that have operated for a minimum of six (6) months at the time of nomination.

- Variety and standard of food and beverage outlets and services, including room service.
- Innovativeness and quality in food and beverage.
- Recreational facilities, pool, spa, gym etc.
- In-house marketing.
- Security and safety.
- Availability and efficiency of concierge services.
- Evidence of environmental sustainability best practice throughout the hotel.

Regional Deluxe Hotel of the Year 2024 Winner
Spicers Sangoma Retreat



Metropolitan Deluxe Hotel of the Year 2024 Winner
Capella Sydney



4 | LUXURY HOTEL OF THE YEAR NEW

(JUDGING – 100% ANONYMOUS SITE INSPECTION)

***ELIGIBLE FOR ENTRY INTO THE NATIONAL AWARDS**

****JUDGING FUNDS REQUIRED: FUNDS FOR TWO ADULTS TO COVER ONE NIGHT'S ACCOMMODATION (LUXURY ROOM), BREAKFAST, DINNER, BEVERAGES, PARKING AND ROOM SERVICE TO THE VALUE OF \$100 MUST BE PROVIDED TO COVER THE COST OF JUDGING.**

CRITERIA FOR ENTRY: Today's luxury goes beyond fancy items or high costs. It's more about offering unique and genuine experiences that make your stay truly special. This could mean personalised services, immersive local activities, or exclusive access to unique experiences.

This category is open for luxury hotels that have operated for a minimum of six (6) months at the time of nomination.

THE JUDGES WILL BE ASSESSING THE FOLLOWING POINTS:

- What is it about staying at your property that sets it apart from the rest?
- The level and quality of services provided/available to guests.
- The appearance and quality of hotel facilities in both individual accommodation rooms and the overall property.
- How the food and beverage services complement the accommodation experience.
- The additional benefits you provide to your guests, e.g. turn-down service, robes, valet parking.
- Conference and function facilities (optional).
- The programmes in place for your regular guests, e.g. rewards, corporate clubs.
- Friendliness and efficiency of staff, level of service and anticipation of guest needs.
- Dedication to perfection apparent: discreet but effective.
- Room décor and comfort, condition of fittings.
- Theme, character, atmosphere and activities.
- Variety and standard of food and beverage outlets and services, including room service.
- Innovativeness and quality in food and beverage.
- Recreational facilities, pool, spa, gym etc.
- In-house marketing.
- Security and safety.
- Availability and efficiency of concierge services.
- Evidence of environmental sustainability best practice throughout the hotel.

HOW TO NOMINATE

ONLINE ENTRY

Nominations are open to all financial members of Accommodation Australia NSW who meet the award criteria. Please nominate and pay online via www.accommodationawardsnsw.org

Deadline for entries is 5pm sharp on **Friday, 21 March 2025**, with accompanying submission, payment receipt and 2-3 high resolution jpeg images of the property and/or person that will be used on the program and screens on the evening.

- Upload all written submissions and/or accompanying documents online by the deadline date.
- Upload a minimum of 2-3 high resolution jpeg images of the hotel and/or person, as well as a logo, to be utilised during the awards ceremony.

BEFORE YOU SUBMIT CHECKLIST

When nominating online please ensure you follow the below steps:

- Have you ticked which category(s) you would like to enter?
- Have you attached your written submission if required?
- Have you uploaded photos in high resolution jpeg format for all categories.
- Have you completed the online nomination process and selected payment method?
- Have you selected voucher funds for any categories that require them and selected payment method?

PAYMENT OPTIONS AND PRICES

Upon selecting your nominations via the website, you will receive an email to confirm your nominations and proceed with payment either online (via credit card) or offline (via EFT). Upon choosing a payment option, you will receive a tax invoice.

If you have already paid for nomination submissions and/or dinner tickets and would like to purchase additional tickets, you can log in to the website and follow the same steps as above.

If paying by cheque, a tax invoice will be issued on receipt of payment by AHA NSW.

ABN 64 243 628 807

Please note credit card payments will incur a surcharge pending the card type.

HOW TO NOMINATE

NOMINATION COST

Entry Fee

Property Achievement and People Awards - \$170 including GST per nomination

Excluding the Disability, Inclusion & Access Award and Motel of the Year award categories - Free to Enter

Property Awards - \$180 including GST per nomination

PRESENTATION CEREMONY

The 2025 NSW Accommodation Awards will be held on Thursday, 17 July 2025 at a venue to be announced.

Tickets include a three course meal, beverages, entertainment and entry with food, entertainment and a bar tab at the After Party.

TICKETS COST

Tables of Ten - \$2800 including GST per table.

Individual Tickets - \$295 including GST per person.

You can purchase dinner tickets through the NSW Accommodation Awards website www.accommodationawardsnsw.org

MARKETING AND PUBLICITY SUPPORT

Finalists will receive a 'FINALIST' certificate and a 'FINALIST' electronic email logo. The winners will be presented with a trophy and a 'WINNER' electronic email logo, all of which can be utilised in the property's overall marketing and promotional programme.

NSW Accommodation Awards will seek to maximise media coverage of the Awards, finalists and winners.

ENQUIRIES

If you have an enquiry related to the Awards for Excellence please refer to the relevant contact details below:

- via email, awards@accommodationaustraliansw.org
- via phone, (02) 9281 6922
- via mail, Attn: Awards - Accommodation Australia NSW, Level 4, 131 Macquarie Street, Sydney NSW 2000.

THANK YOU AND WE LOOK FORWARD TO RECEIVING YOUR
NOMINATIONS FOR THE 2025 NSW ACCOMMODATION AWARDS
FOR EXCELLENCE.

OUR PARTNERS

The presentation of the NSW Accommodation Awards for Excellence would not be possible without the support of our partners.
We acknowledge their invaluable, ongoing contribution to the industry.

