



NEW SOUTH WALES

AWARDS

FOR EXCELLENCE

2025

# WELCOME & INTRODUCTIONS



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General Manager

Accommodation Australia NSW

# HOTEL ACHIEVEMENT AWARDS



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.

# KEY DATES



## QUALIFYING PERIOD

1 JANUARY 2024 - 21 MARCH 2025

NOMINATIONS AND DINNER TICKETS OPEN NOW

**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: TBC

Thursday, 17 July 2025

AHA NATIONAL AWARDS CEREMONY

Monday, 24 November 2025

# INTRODUCTION



## PLAN YOUR TIME

- Don't leave it until the last minute – plan your time and resources to write your submission
- 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?

## DEADLINE: 21 MARCH

4 weeks to go – 21 February

3 weeks to go – 28 February

2 weeks to go – 7 March

1 week to go – 14 March

# AWARD CATEGORIES



CATEGORY	NAME	REQUIREMENTS
1 - 8	PROPERTY ACHIEVEMENT AWARDS	- Written submission
9 - 23	PEOPLE AWARDS	- Interview - Written Submission
24 - 41	PROPERTY AWARDS	- Site inspection - *100% written submission for redeveloped / refurbished property of the year

# PROPERTY ACHIEVEMENT AWARDS



1. Best Innovation Project
2. Outstanding Achievement in Training
3. Outstanding Community Contribution
4. Best Environmental/Sustainability Practices
5. Disability Inclusion and Access Award (free to enter)
6. Best Health & Wellbeing Practices
7. Conference and Events Venue of the Year
8. Best Marketing Campaign

# PROPERTY ACHIEVEMENT AWARDS



## 100% Written Submission\*

\*Disability & Inclusion - written submission + site inspection  
Refer to page 6 of nomination booklet + category questions

### Written Submission Recommendations:

- Cover page: Category entering, Hotel name, image, contact details of person document is prepared by. Key contact details
- Format - arial or calibri 10-12, headings bold
- Contents page (for longer documents)
- Answer all questions
- Stick to 1,500 word limit
- Include pictures and supporting documents within an appendix
- Use category specific headings

### What judges are looking for:

- Well managed sound business
- Evidence of a strategic approach
- Awareness of your marketplace
- Industry knowledge
- Measurable goals and outcomes
- Passion and enthusiasm
- Well written and presented submission (corporate document)
  - Focus on achievements from 1 January '24 to 21 March '25
  - List the question as the heading, then provide an answer
  - Use tables where applicable
  - Include an appendix to support what you have outlined in the submission



# PEOPLE AWARDS



9. Engineer of the Year
10. Finance Talent of the Year
11. Revenue / Yield Talent of the Year
12. Food and Beverage Talent of the Year
13. Conference and Events Talent of the Year
14. Marketing and Communications Talent of the Year
15. Sales Talent of the Year
16. Human Resources Talent of the Year
17. Rooms Division Talent of the Year
18. Employee Excellence in Service
19. Concierge of the Year
20. Housekeeper of the Year
21. Chef of the Year
22. Industry Rising Star
23. Executive of the Year

# PEOPLE AWARDS



## Written Submission

Refer to page 6 of nomination booklet + category questions

TIP: [USE THE TEMPLATE](#)

## Example of a **SAMPLE SUBMISSION**

- Include a **one-page letter of support** from the nominator outlining the nominee's key strengths (this is not the submission)
- CV - recommend **one page** (this is not a job interview - judge is looking for roles, promotions, where you have worked & key achievements)
- Answer all essential elements first then category specific questions (performance from 1 Jan '24 to 21 March '25)
- Include supporting documents – letters of support or media articles - no more than 10 pages

## Category Specific Questions

- Stick to 1,000 word limit
- Be precise in the achievements and why the person should win:
  - e.g “Planning and executing ambitious domestic and international events around Australia over the past 13 years has certainly assisted Jane deliver exceptional results for the x hotel. The hotel's annual repeat patronage of 70% and approximately 80 events annually generate up to \$12M on average.”

AA NSW Awards for Excellence - People Awards - Food and Beverage Talent of the Year

Photo of nominee



Full name of nominee:  
Phonetic pronunciation of full name:  
Name and Number of Category: 13 Food and Beverage Talent of the Year  
Position of nominee:  
Hotel name and address:  
Email of nominee  
Mobile of nominee:

Hotel Logo

Letter of support by Nominator

15 March 2025

To whom it may concern,

It's my absolute pleasure to recommend [Nominee] for Food & Beverage Talent of the Year in this year's AA NSW Awards for Excellence.

[Nominee] is a truly valuable asset to my team. She is honest, dependable, and incredibly hard- working. Beyond that, she is an impressive leader with strong business scene and an innovator finding new ways to train and motivate the team. This contributed to the amazing team culture and service consistency delivered in [restaurant].

Her thorough knowledge of food and beverage service from right across the globe is on display with all the she does in [restaurant]. These skills were deployed in order to assist myself to open a diverse food and beverage offering at [restaurant] during some of the most difficult circumstances that hospitality has experienced for a very long time in recent years.

Along with her undeniable talent, [nominee] has always been an absolute joy to work with. A true team player, and always manages to foster positive discussions and bring the best out of other employees and drives the best outcome for the business.

Warm Regards,

Signature

[Nominator name] [Position]

**Category Specific Questions:**

- **Outstanding achievements in the nominee's field, profession, work and/or community related**

Planning and executing ambitious domestic and international events around Australia over the past 13 years has certainly assisted [Nominee] delivered exceptional results for the x hotel. The hotel's annual repeat patronage of 70% and approximately 80 events annually generate up to \$12M on average.

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- **Evidence of the nominee's commitment to corporate sustainability best practice (ethics, leadership, personal responsibility, and trust) within the hotel**

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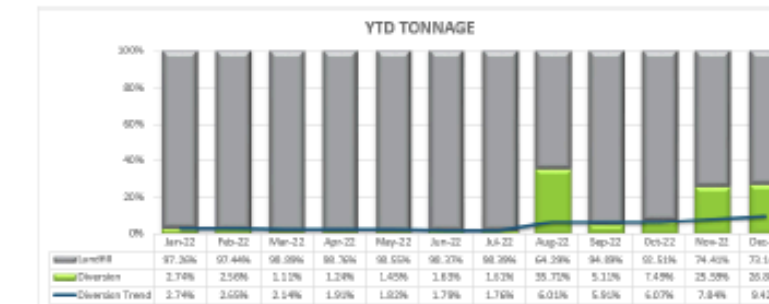
- **Demonstration of how the nominee develops connections with guests and colleagues to ensure customer service standards are upheld and smooth operations are in place**

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- **Evidence of challenges faced in the past 12 months and solutions implemented to reach targets**

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**Essential  
Element  
Curriculum Vitae**

*Key achievements*

- 2016 - Project lead for the M&E aspect of a \$3.5 million restaurant refurbishment project at the x Hotel
- 2018 - Project lead in the design, development and fit out of \$1.5 million kitchen refurbishment at the x Hotel
- 2021 – 2022 - Design and implementation of facility economic response plan for the x Hotel in response to the Covid-19 pandemic
- 2022 - Design, procurement, and implementation of an environmental waste management program, resulting in a reduction of our carbon footprint of 178 T CO2-eq per annum.

**Employment History**

**Food & Beverage Supervisor**

Oct 2018 – present

**Position Responsibilities**

- Supervising and running fast-paced shift.
- Providing directional, leadership and mentoring to a large team. Ensuring customer needs are met to a high standard.

**Achievements**

- Finalist – Food and Beverage Associate – HM Awards 2022 –
- Maintaining RSA certification.
- High customer satisfaction, leading the team by example.

**Food & Beverage Attendant**

02/2020-11/2020

**Position Responsibilities**

- Restaurant host - first and last point of contact for guests, creating positive relationships and repeat clients to the restaurant
- Maintaining hygienic food service techniques during service, maintaining RSA certification.

**Achievements**

- 2020 Student of the Year – TAFE Hospitality (
- Creating lasting, positive relationships with guests

**Education/Training/Qualifications**

- Combined Advanced Diploma of Hospitality and Event Management
- Responsible Service of Alcohol (RSA)
- Customer Service – specializing in maximising relationships with new and return customers in the restaurant

**Skills**

- Team Leadership – leading by example and being a positive role model to the young team.

**Appendices:**

• **Example of best customer review**

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- **Example marketing campaign**
- **2-3 pages for People Awards**
- **No more than 10 pages for Property Achievement Awards**



# PEOPLE AWARDS



Interviews will take place between 7 April and 6 June via zoom

## Interview Techniques:

- Log onto zoom 5 minutes early in case you have any tech issues
- Change your background (if needed)
- Not from a mobile phone or traveling in a car
- Check connection to internet
- Relax, relax, relax
- Dress in business attire – even if it is your day off
- Sit at a table (not on a lounge)
- It is important that the nominee has read through the submission and knows who prepared it for them
- 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

# PROPERTY AWARDS



24. Best Casual Dining Experience
25. Best Hotel Breakfast
26. Restaurant of the Year (Mid Range – Superior Hotels)
27. Restaurant of the Year (Deluxe - Luxury Hotels)
28. Bar of the Year (Mid-Range – Superior Hotels)
29. Bar of the Year (Deluxe - Luxury Hotels)
30. Best Outdoor Experience (including Rooftop Bars)
31. Best Health Spa & Wellness Experience
32. Redeveloped/Refurbished Property of the Year
33. Motel of the Year
34. Apartment/Suite Hotel of the Year
35. Mid-Range Hotel of the Year
36. Best Boutique Accommodation Experience
37. Regional Superior Hotel of the Year
38. Metropolitan Superior Hotel of the Year
39. Regional Deluxe Hotel of the Year
40. Metropolitan Deluxe Hotel of the Year
41. Luxury Hotel of the Year

# PROPERTY AWARDS



## 100% Site Inspection

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

Audit yourself against each of the criteria for example:

- Attention to cleanliness and hygiene
- Are all our in house marketing materials and menus well presented or do they need replacing?
- Has all the dust been cleaned from the exhaust in the bathroom?
- Do all the lights work in each room?
- Does your team promote the hotel's facilities to guests?
- Are all legal notices clearly displayed?
- Does any furniture/blinds need replacing?
- Do you staff use the guest's name where applicable?
- Is there evidence of in-house recycling programs on display in each guest room?
- The overall experience on the day of the visit.

Have a team meeting to review your Hotel's standards



# PROPERTY AWARDS



**100% Site Inspection** (except Redeveloped/Refurbished\*)

Judging is anonymous

**Voucher funds - refer to page 18 of the nomination booklet:**

- Please ensure that your voucher funds is enough to cover **ALL** services to be judged in your category
  - e.g. Cat 37-41: room service (\$100), parking, bar, breakfast, dinner for two people (not room service or dinner - needs to be both).
  - e.g allowance for weekends if you charge 10% more on a weekend for services
- If the judge does not have sufficient funds, they will not be able to judge all areas of service.

# HOW TO MAXIMISE YOUR MARKS



## Written Submission

- 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

## Interviews

- 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

# HOW TO MAXIMISE YOUR MARKS



## Pitfalls

### Site Inspections

- Hotel operator not using guest's name
- Not promoting hotel 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 hotel
- Delayed delivery of meals
- Specials not available
- Lack of staff attentiveness to guests or clearing of tables

### Written Submission

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

# DEADLINE REMINDER



## **5pm sharp on Friday 21 March**

Please nominate and pay online via [www.accommodationawardsnsw.org](http://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 for each category .

- 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.

CONTACT US



**Accommodation Australia NSW Awards Team**

**P: 02 9281 6922**

**E: [awards@accommodationaustraliansw.org](mailto:awards@accommodationaustraliansw.org)**



QUESTIONS?



THANK YOU