

## **ADMINISTRATION EMPLOYEE OF THE YEAR**

Human Resources, Finance, Purchasing, Revenue Manager

### Judging Criteria

- Been employed for no less than 6 months prior to nomination
- Be nominated by his/her employer
- CV (including current role), qualifications, training courses attended, awards gained
- Personal presentation
- Personality
- Outstanding achievements, work or community related
- How the employee displayed excellence in his/her role
- Evidence of individual's commitment to environmental sustainability best practice within the hotel

### Judging Process

All employee awards will be judged by review of their CV coupled with an interview process.

Optional Extras: (to be included at the time of entry with the CV)

Accompanying documents such as guest comments, references, articles, certificates.

### National Awards

*The 2017 TAA (Vic) winner of this Award will be eligible to enter the 2017 AHA National Awards representing TAA (Vic) in the Employee Excellence in Service– Accommodation Division category.*

Nomination Close Date

Thursday 6 April 2017

## **CONCIERGE OF THE YEAR**

### Judging Criteria

- Been employed for no less than 6 months prior to nomination
- Be nominated by his/her employer
- CV (including current role), qualifications, training courses attended, awards gained
- Personal presentation
- Personality
- Outstanding achievements, work or community related
- How the employee displayed excellence in his/her role
- Evidence of individual's commitment to environmental sustainability best practice within the hotel

### Judging Process

All employee awards will be judged by review of their CV coupled with an interview process.

Optional Extras: (to be included at the time of entry with the CV)

Accompanying documents such as guest comments, references, articles, certificates.

### National Awards

*The 2017 TAA (Vic) winner of this Award will be eligible to enter the 2017 AHA National Awards representing TAA (Vic) in the Front of House Employee of the Year category – Accommodation Division category.*

### Nomination Close Date

Thursday 6 April 2017

## **ENGINEER & MAINTENANCE EMPLOYEE OF THE YEAR**

### Judging Criteria

- Been employed for no less than 6 months prior to nomination
- Be nominated by his/her employer
- CV (including current role), qualifications, training courses attended, awards gained
- Personal presentation
- Personality
- Outstanding achievements, work or community related
- How the employee displayed excellence in his/her role
- Evidence of individual's commitment to environmental sustainability best practice within the hotel

### Judging Process

All employee awards will be judged by review of their CV coupled with an interview process.

Optional Extras: (to be included at the time of entry with the CV)

Accompanying documents such as guest comments, references, articles, certificates.

### National Awards

*The 2017 TAA (Vic) winner of this Award will be eligible to enter the 2017 AHA National Awards representing TAA (Vic) in the Employee Excellence in Service – Accommodation Division category.*

### Nomination Close Date

Thursday 6 April 2017

## **FOOD & BEVERAGE SERVICES EMPLOYEE OF THE YEAR**

Waiter, Maitre'd, Food Attendants, Restaurant / Banquet staff, Food & Beverage Manager, Chef

### Judging Criteria

- Been employed for no less than 6 months prior to nomination
- Be nominated by his/her employer
- CV (including current role), qualifications, training courses attended, awards gained
- Personal presentation
- Personality
- Outstanding achievements, work or community related
- How the employee displayed excellence in his/her role
- Evidence of individual's commitment to environmental sustainability best practice within the hotel

### Judging Process

All employee awards will be judged by review of their CV coupled with an interview process.

Optional Extras: (to be included at the time of entry with the CV)

Accompanying documents such as guest comments, references, articles, certificates.

### National Awards

*The 2017 TAA (Vic) winner of this Award will be eligible to enter the 2017 AHA National Awards representing TAA (Vic) in the Front Of House Employee of the Year – Accommodation Division or Chef of the Year categories.*

### Nomination Close Date

Thursday 6 April 2017

## **FRONT OFFICE SERVICES EMPLOYEE OF THE YEAR**

Reception, Porter, Steward, Reservations, Front of House Manager

### Judging Criteria

- Been employed for no less than 6 months prior to nomination
- Be nominated by his/her employer
- CV (including current role), qualifications, training courses attended, awards gained
- Personal presentation
- Personality
- Outstanding achievements, work or community related
- How the employee displayed excellence in his/her role
- Evidence of individual's commitment to environmental sustainability best practice within the hotel

### Judging Process

All employee awards will be judged by review of their CV coupled with an interview process.

Optional Extras: (to be included at the time of entry with the CV)

Accompanying documents such as guest comments, references, articles, certificates.

### National Awards

*The 2017 TAA (Vic) winner of this Award will be eligible to enter the 2017 AHA National Awards representing TAA (Vic) in the Front of House Employee of the Year – Accommodation Division category.*

### Nomination Close Date

Thursday 6 April 2017

## **HOTEL INDUSTRY RISING STAR**

### Judging Criteria

- Be nominated by his/her employer
- Have been employed for no less than 6 months prior to nomination
- Be 26 years of age or younger on the date of submission/nomination. Proof will need to be show of the nominees age (ie: date of birth on the CV).
- CV (including current role), qualifications, training courses attended, awards gained
- Be employed in an TAA (Vic) hotel in a management position
- Knowledge, expertise, interest, involvement and ambitions in the hotel industry
- Hotel education, training and self-development
- Recognitions the candidate has received from the hotel/industry
- Training courses the candidate has undertaken or intending to take to further his/her career
- Outline how the candidate has illustrated his or her commitment to the industry and their value to your hotel, above their job description
- General knowledge
- Personality and presentation
- Judging panel will consider the following evidence in the interview:
  - Information provided in the Curriculum Vitae
  - Quality of answers
  - Personal presentation standards
  - Personality

### Optional Elements

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

### Judging Process

All employee awards will be judged by review of their CV coupled with an interview process.

Optional Extras: (to be included at the time of entry with the CV)

Accompanying documents such as guest comments, references, articles, certificates.



National Awards

*The 2017 TAA (Vic) winner of this Award will be eligible to enter the 2017 AHA National Awards representing TAA (Vic) in the Employee Excellence in Service – Accommodation Division category.*

Nomination Close Date

Thursday 6 April 2017

## **HOUSEKEEPER EMPLOYEE OF THE YEAR**

### Judging Criteria

- Been employed for no less than 6 months prior to nomination
- Be nominated by his/her employer
- CV (including current role), qualifications, training courses attended, awards gained
- Personal presentation
- Personality
- Outstanding achievements, work or community related
- How the employee displayed excellence in his/her role
- Evidence of individual's commitment to environmental sustainability best practice within the hotel

### Judging Process

All employee awards will be judged by review of their CV coupled with an interview process.

Optional Extras: (to be included at the time of entry with the CV)

Accompanying documents such as guest comments, references, articles, certificates.

### National Awards

*The 2017 TAA (Vic) winner of this Award will be eligible to enter the 2017 AHA National Awards representing TAA (Vic) in the Employee Excellence in Service category – Accommodation Division category.*

### Nomination Close Date

Thursday 6 April 2017



## **MARKETING EMPLOYEE OF THE YEAR**

### Judging Criteria

- Been employed for no less than 6 months prior to nomination
- Be nominated by his/her employer
- CV (including current role), qualifications, training courses attended, awards gained
- Personal presentation
- Personality
- Outstanding achievements, work or community related
- How the employee displayed excellence in his/her role
- Evidence of individual's commitment to environmental sustainability best practice within the hotel

### Optional Elements

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

### Judging Process

All employee awards will be judged by review of their CV coupled with an interview process.

Optional Extras: (to be included at the time of entry with the CV)

Accompanying documents such as guest comments, references, articles, certificates.

### National Awards

*The 2017 TAA (Vic) winner of this Award will be eligible to enter the 2017 AHA National Awards representing TAA (Vic) in the Employee Excellence in Service – Accommodation Division category.*

Nomination Close Date

Thursday 6 April 2017

## **SALES EMPLOYEE OF THE YEAR**

### Judging Criteria

- Been employed for no less than 6 months prior to nomination.
- Be nominated by his/her employer.
- CV (including current role), qualifications, training courses attended, awards gained
- Personal presentation.
- Personality.
- Outstanding achievements, work or community related.
- How the employee displayed excellence in his/her role.
- Evidence of individual's commitment to environmental sustainability best practice within the hotel.

### Judging Process

All employee awards will be judged by review of their CV and a written **statement of achievements in the past 12 months signed off by the General Manager.**

The written statement is to be no more than 500 words.

Optional Extras: (to be included at the time of entry with the CV)

Accompanying documents such as guest comments, references, articles, certificates.

### National Awards

*The 2017 TAA (Vic) winner of this Award will be eligible to enter the 2017 AHA National Awards representing TAA (Vic) in the Employee Excellence in Service – Accommodation Division category.*

Nomination Close Date

Thursday 6 April 2017

## **REVENUE MANAGEMENT EMPLOYEE OF THE YEAR**

(Revenue Managers, Reservations, Operations, Rooms Leaders, General Managers)

This category will be judged on a written submission only of no more than 1200 words plus accompanying documents and pictures where relevant. This should detail your achievements in revenue management throughout the nominated period being 2015/2017.

Please send a copy of your current resume

*Important:* Please ensure that your submission follows the **“Written Submission and Entry Format”**

### **Questions and Judging Criteria.**

(The following should be addressed in your submission)

#### **Question 1**

The purpose of Revenue Management within a hotel is to share knowledge and support in the areas of pricing, inventory and channel management, information technology, forecasting, human resources, consumer behaviour and other Revenue Management related areas of application.

- a) Provide evidence of research and planning to achieve your property Revenue Management Strategy in the short, medium and long term. (i.e.; pricing, inventory and channel management, information technology, forecasting, human resources, consumer behaviour and other Revenue Management)

#### **Question 2**

- a) What have you done to improve your knowledge as a revenue manager in the last year?
- b) Provide evidence in regards to the activeness within the revenue community – engagement with relevant events (eg. TAA Economic Update, training courses)
- c) Provide examples of how you have developed the “Revenue” Culture across the hotel

**Question 3** (please note all reference to financial results will be held with the strictest of confidence and can be provided in % growth and indices)

- a) Provide evidence of the financial results in market share growth for 2015 as measured (i.e.; by STR Global performance or other statistics such as channel distribution).
- b) Demonstrate how you have integrated a total revenue management approach in areas such as F&B and other revenue streams.

#### **Question 4**

- a) In your opinion what will the "Revenue Manager in the next 5 years look like?

Open To

This category is open to TAA (Vic) financial members

Judging Criteria

- Be nominated by his/her employer.
- Have been employed for no less than 6 months prior to nomination.
- CV (including current role), qualifications, training courses attended, awards gained.

Judging Process

TAA (Vic) staff member will be judged by review of their CV coupled on their written submission submitted addressing the criteria.

National Awards

*The 2017 TAA (Vic) winner of this Award will be eligible to enter the 2017 AHA National Awards representing TAA (Vic) in the Employee Excellence in Service – Accommodation Division category.*

Nomination Close Date

Thursday 6 April 2017