

AON FIJI EXCELLENCE IN TOURISM AWARDS 2011

OFFICIAL NOMINATION FORM



The 15th Annual AON Fiji Excellence in Tourism Awards wishes to salute industry leaders through their exceptional contributions, dedication & commitment to the tourism industry of Fiji.

GALA DINNER & AWARDS PRESENTATION : FRIDAY 24H FEBRUARY, 2012.





2011 TOURISM AWARD CATEGORIES

1. FRONTLINER OF THE YEAR: This category recognises the contribution and commitment of a full time professional in a managerial or front line position in the tourism industry. This award would acknowledge an exceptionally-dedicated employee who goes beyond their job description to enhance the visitor experience.

Judging Criteria: Points will be awarded for a comprehensive overview of the nominee, details of their service and specific examples of their activities which have benefited the tourism industry.

Eligibility: Individuals from private tourist establishments, hotels, resorts, airlines, tour operators, members of the Immigration/Customs/Airports Departments and the Fiji Police Force.

2. FIJIXPERIENCE: This category includes adventure tourism and tourist attractions that offer a top quality product experience and optimal operational performance. An organised adventure activity on land, in the air or on water that offers thrills or excitement based on active participation and personal challenge. Examples include but are not limited to rafting, ballooning, scuba diving, fishing, sky diving, 4 wheel driving, boating and surfing. This category celebrates those businesses that provide an innovative customer experience

Judging Criteria: Evidence of an attraction, service or activity that demonstrates excellence in innovation, service, customer care, sustainability and safety.

Eligibility: Private tourist establishments, cruises, diving operations, resorts, hotels, spas, retail outlets and performing arts.

3. INCENTIVE EVENTS, TOURS AND TRANSPORT: This category is not purely an award for transportation operators but is open to tour and transport operators and incentive providers. It recognises the significant contribution to tourism through the provision of tour guiding services, transport services or the creation and delivery of innovative corporate incentive events that enhance the visitors' experience of the destination.

Judging Criteria: Product description, customer service, professional development, sustainability and innovation.

Eligibility: Private tourist establishments, hotels, resorts, airlines, tour operators, incentive houses and travel agents.

4. TOURISM SUSTAINABILITY: This award recognises the efforts and contributions made by individuals and organisations to foster and encourage "sustainable tourism" for the benefit of all stakeholders. It recognises environmental and cultural conservation efforts and the promotion and development of the people of Fiji, locally grown produce and locally manufactured goods.

Judging Criteria: Evidence of participating and support of global environmental campaigns and specific examples of "Fiji Made" sustainability initiatives. Product description, marketing initiatives, customer services, professional development, sustainability and innovation.

Eligibility: Private tourist establishments, hotels, resorts, villages and non profit organizations.

5. RESTAURANTS AND DINING: This category recognises establishments that deliver impeccable service, exceptional food and a great atmosphere. With innovative cuisine, a commitment to using local produce, this establishment should encompass a faultless dining experience. This is not just a food award but considers the entire dining experience and a contribution to tourism through the provision of food and beverage.

Judging Criteria: Product description, menu selection, promotions, customer service, sustainability and innovation .

Eligibility: Restaurants and cafes, either free standing or part of a hotel or resort and private tourist establishments.

6. ACCOMMODATION BUDGET: This category is open to accommodation providers primarily catering to backpackers, alternative or budget conscious travellers.

Judging Criteria: Evidence of facilities, cleanliness, value for money catering and services that enhance the guest experience. Product description, promotional material, guest comments, customer service and professional development, sustainability and innovation.

Eligibility: Hostels, Lodges, Dormitories and serviced apartments.

7. ACCOMMODATION QUALITY: Includes hotels and resorts which typically provide standard in-room amenities, a restaurant and bar, recreational options and professionally presented staff.

Judging Criteria: Evidence of in- room amenities, food and beverage outlets that enhance the guest experience.

Eligibility: 3+ star hotels and resorts.

8. ACCOMMODATION DELUXE: This category recognises those properties that provide exceptional service and a high quality experience for their guests.

Judging Criteria: Evidence of wide range of extra facilities, exceptional service standards, well appointed rooms and excellent dining options.

Eligibility: 4+ star hotels & resorts

9. ACCOMMODATION LUXURY: This category includes exclusive and highly individual properties which offer the finest of locations with an emphasis on exemplary and personalised service standards along with fine dining options and quality recreational facilities.

Judging Criteria: Evidence of product uniqueness, design, innovation to create a memorable guest experience.

Eligibility: Boutique hotels, accommodation providers and resorts with fewer than 50 rooms

10. MARKETING AWARD: This category recognizes the outstanding marketing efforts of an individual or organisation in supporting tourism in Fiji. This includes marketing and/or promotional initiatives that, either individually or collectively, have contributed substantially to the awareness and success of Fiji as a tourism destination in markets outside Fiji, demonstrating initiative, creativity and innovation.

Judging criteria: Evidence of concept and creative execution and results of marketing and/or promotional initiative.

Eligibility: All companies or organisations involved in the tourism industry.



OFFICIAL NOMINATION FORM

Name of Nominee: (Individual, Organisation, Product, Establishment, Community)

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Award Categories – please select one category per nomination form:

- Frontliner of the Year (may not be self nominated)
- Fiji Experience
- Incentive Events, Tours & Transport
- Environmental / Local Sustainability
- Restaurant & Dining
- Accommodation Budget
- Accommodation Quality
- Accommodation Deluxe
- Accommodation Luxury
- Marketing Award

Reasons for this nomination:

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Nomination by (please circle one of the following):

Industry Member Resident of Fiji Self-nomination Visitor to Fiji

Contact Name:.....

Address:.....

.....Postcode.....

Ph:.....Email:.....

Signed:.....Date:.....

Please note: Entry is invalid without completion of the Nominators details. If you require assistance in completing any part of this form, please contact:

Kelly Eastgate, Tourism Fiji Head office, Namaka, Nadi.

Email: keastgate@tourismfiji.com.fj

Phone: (679) 6722433

SUPPORT MATERIAL WILL GREATLY ASSIST IN JUDGING: PLEASE INCLUDE WITH YOUR APPLICATION SALES KITS, CURRENT BROCHURES, PRESS CUTTINGS, A DVD OR ANY OTHER PERTINENT PRODUCT MATERIAL.



RULES OF ENTRY / HOW TO VOTE

STEP 1: OBTAINING THE NOMINATION FORMS

- Nomination forms may be obtained from the website: www.fijime.com or at specified locations.
- Self Nominations are not accepted for the Frontliner of the Year Award. Nominees eligible for this category must be employed for at least 12 months in their position (proof of this is required).
- There are nomination forms for each award category. Entries will be accepted for more than one category, however each nomination must have a separate form submitted.

STEP 2: COMPLETING THE NOMINATION FORMS

- Review the nomination form and ensure you understand the instructions and have all the information required to complete the form. Incomplete nomination forms will be considered invalid.
- Include contact information for the nominee and for yourself.

STEP 3: CHECKING / INCLUDING IN THE NOMINATION FORMS

- Ensure you provide all required information on the nomination form.
- Ensure you attach all required supporting documentation to the nomination form.
- Ensure the nominee is aware of the nomination and has agreed to participate in the process.
- Ensure special achievements, renovations, upgrades or additional services provided during the 2011 calendar year are included.
- Ensure all nominees must have traded for the entire qualifying period i.e 2011 calendar year
- Consider including new products innovation and improvements made during the qualifying period.

STEP 4: SUBMITTING THE NOMINATION FORMS

- You can submit your nomination forms using one of the following methods:

ONLINE: www.fijime.com.fj

MAIL TO: Tourism Fiji - AON Fiji Excellence in Tourism Awards 2011 Po Box 9217, Nadi Airport

DELIVER TO: Tourism Fiji Suite 107, Colonial Plaza, Nadi

PLEASE NOTE:

Following preliminary judging a shortlist of entrants will be selected for final judging and if appropriate, anonymous visits will take place before final judging.

ENTRIES CLOSE: Friday 16th December, 2011

