

bayside business
awards
2018

nomination
guidelines
and form

introduction

Nominations are now invited for the 2018 Bayside Business Awards.

The Awards, organised by Bayside Council in partnership with the Bayside Business Enterprise Centre (BBEC), will recognise local businesses that have excelled in their field and made a positive contribution towards making Bayside a dynamic and economically vibrant place to live, work and shop.

To ensure the awards process is delivered credibly and transparently, Bayside Council has engaged ACA Research to run the Awards and conduct the judging process. As the organisers of the Awards Council and the BBEC will be responsible for marketing support, printing and distribution of promotional materials, content for nominations, and finalist packs.

The winners will be announced at a Gala Dinner on Thursday 18 October 2018.



who can enter

Local businesses, whether large or small, located in a commercial centre or village or even in a home are eligible to enter as long as the permanent address of the business is located within the Bayside Council Local Government Area.

Council retains the right not to accept nominations from businesses that are, or are perceived to be, of a nature that is inconsistent with Council's values or policies; or may adversely affect Council's public image or reputation, or otherwise present a conflict of interest. For example adult themed stores or gambling venues.

nomination

How do I nominate my business?

Complete the official 2018 Bayside Business Award Nomination Form (attached). Answer all the questions on the form with as much detail as possible and include copies of supporting documentation including photographs, awards and so forth.

How can I complete the Nomination form?

On line: www.bayside.nsw.gov.au/BusinessAwards

Extra printed copies are available from Council's Customer Service Centres at Rockdale and Eastgardens, or you can request a copy to be mailed to you by contacting the Bayside BEC on (02) 9316 5877 or the Bayside Events Team on (02) 9562 1593.

How do I submit the Nomination form?

Email: Send scanned copy of completed form to: doant@acaresearch.com.au

Post: 2018 Bayside Business Awards
ACA Research
PO Box 1490
North Sydney NSW 2059

Applications close 8:00am on Monday 6 August 2018. Late entries will not be accepted.

All nominees will receive written notification of receipt of their nomination form together with an information pack.

judging

Bayside Council has engaged ACA Research to manage the Awards and ACA Research will appoint an independent panel of judges to select the finalists and winners.

All entries will be assessed against their industry peers. The judging will be done in two parts.

Step One: The judges will use the information provided on, and with, the nomination form to assess each business and select the finalists for each category. The judges may request clarification, confirmation or additional material or information to assist them in making a final determination. Finalists will be notified in writing and the judge's determination will be final and no correspondence will be entered in to.

Step Two: A visit from a mystery shopper who will critic and score each finalist and present their findings back to the judging panel.

The combined scores from both parts will determine the winner in each category.

categories

To judge businesses in a fair and objective manner each nomination will be assessed against similar sized businesses in their nominated category.

The types of businesses listed are examples and is not a complete list of the types of businesses eligible to enter.

Category 1: Excellence in Hospitality Services

This category recognises businesses in the hospitality industry such as restaurants, function venues, cafes, clubs and hotels.

Category 2: Excellence in Retail

This category encompasses businesses in the retail industry such as fashion stores, take away food outlets, bookstores, florists, hair dressers, beauty salons, butchers, groceries, bakeries etc.

Category 3: Excellence in Professional Service

This category recognises businesses that offer professional services such as legal, financial, property, technical or engineering.

Category 4: Excellence in Health, Fitness and Medical Services

This category encompasses businesses in the health, fitness and medical industries such as gyms, medical centres, medical services, physiotherapists, Chinese herbalists and pharmacies.

Category 5: Excellence in Education and Child Services

This category recognises businesses that offer services relating to education and child services such as academic tutoring centres, tutoring extra-curricular activities (dance/ karate/ language), child care centres.

Category 6: Excellence in Service and Trade

This award recognises a business within the trades industry such as automotive services, building services, landscaping.

Category 7: Emerging Business Excellence (under 2 years of trading)

This award recognises a new independent business to the Bayside local government area. Eligible Businesses would have commenced operation within the last two years and be an independent business. Franchises, retail chains or businesses with multiple (more than one) outlets are not eligible for this category. Evidence is required.

Note: Categories may be withdrawn if the number of nominations in a particular category is not deemed reasonable for objective assessment. Nominees will be notified if the category applied for is withdrawn.

bayside business awards

NOMINATE YOUR BUSINESS

2018

Please complete both sections including the questionnaire on the other side.

SECTION A

Name of Business: _____

Owner (s) of the Business: _____

Address: _____

Phone: _____

Email: _____

Website: _____

Nature of Business: _____

ABN Number: _____

Number of full time employees: _____

Number of part time employees: _____

Year Business began operating in the Bayside LGA: _____

Person nominating: _____

Phone: _____

Email: _____

SECTION B

Please select the category you would like to enter – PLEASE SELECT ONE CATEGORY ONLY

- | | |
|------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| <input type="checkbox"/> Excellence in Hospitality Services | <input type="checkbox"/> Excellence in Retail |
| <input type="checkbox"/> Excellence in Professional Service | <input type="checkbox"/> Excellence in Health, Fitness & Medical Services |
| <input type="checkbox"/> Excellence in Education & Child Services | <input type="checkbox"/> Excellence in Service & Trade |
| <input type="checkbox"/> Emerging Business | |

Applicants are strongly encouraged to provide as much information as possible to support their application. They might be required, at a later stage, to provide the documentation.



Q1. **Business in General:** Describe your business and what it offers. Include a statement about what sets your business apart from the rest and what it would mean to win this award.

Q2. **Business Marketing:** How do you promote your business? What marketing/promotion do you undertake to attract customers?

Q3. **Staff Training:** Please describe your customer experience training program and how your employees are rewarded for customer service excellence?

Q4. **Business and Environmental Sustainability:** What have you done to reduce waste, energy and/or water in the last 2 years?

Q5. **Business Success:** Describe a new or improved product/service or strategy that you have introduced to your business in the last 12 months.

Q6. **Support to Local Community:** Describe how your business supports, or contributes, to the local community?

To assist the selection committee please attach as much information as possible to support your application.



awards evening

A Gala Awards Evening will be held on Thursday 18 October to announce the winners.

The dinner is being organised by the Bayside Business Enterprise Centre and will give all nominees the opportunity to enjoy a night out with their colleagues. It's also a great way to thank your staff.

To book your tickets or a table, contact the Bayside Business Enterprise Centre on phone (02) 9316 5877 or email bizinfo@botanybec.com.au



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