

2017 People, Produce, Place Tourism Restaurant Award

- NSW/ACT** ACT Blue Mountains/Central West Central Coast Hunter Northern/New England
 South Coast Southern NSW Sydney Metropolitan
- QLD** Brisbane/Darling Downs Far North QLD Gold Coast North QLD
 Sunshine Coast **NT**
- VIC** Metropolitan Regional **TAS**
- SA** Metropolitan Regional **WA** Metropolitan Regional

- I am a member of Restaurant & Catering Member Number: _____
- I am not a member of Restaurant & Catering

Please fill in the PDF electronically or write as clearly as possible. The information recorded will be used in all entrant, winners and finalists material.

Business Name: _____

Contact Name: _____ **Mobile Number:** _____

Kitchen Address: _____

Suburb: _____ **State:** _____ **Postcode:** _____

Postal Address (if different): _____

Suburb: _____ **State:** _____ **Postcode:** _____

Reservation Number: _____ **Twitter Handle:** _____

Email: _____ **Date business commenced (MM/YY):** _____

PAYMENT DETAILS

NOTE: Payment must be received at the time of entry*

Entry Pricing: \$280.00 for members | \$660.00 for non-members (pricing includes GST)

Cheques payable to: Restaurant & Catering—please find enclosed cheque for \$_____

Debit my **Credit Card** for \$_____ VISA MASTERCARD AMEX DINERS

Card Name: _____ Signature: _____

Card Number: ____/____/____/____ Expiry: ____/____ CCV Number: ____

I will **EFT** transfer to Account Name: Restaurant & Catering Association BSB: 032-008 Account Number: 115-298

Date Paid: _____ **Reference (Business Name, State, AFE Nomination):** _____

*Please provide receipt or remittance of payment at time of entry, for entry to be deemed accepted. ABN 73 080 269 905. Payment includes GST.

Please keep this copy as your tax invoice & return application with your payment.

SIGNATURE & AGREEMENT TO TERMS AND CONDITIONS

By signing below you are confirming you would like to enter the 2017 Savour Australia™ Restaurant & Catering Hostplus Awards for Excellence and that you understand and agree to the Terms & Conditions of entry (page 3).

Name: _____ Date: _____

Signature: _____

Nominated Award Category/ies: _____

This category is open to establishments offering a tourism experience or who service the tourism industry. It must be seen in the public eye to be a drawcard to a particular destination or event. It is not a food award but does recognise a significant contribution to tourism through the provision of food and beverage. Entry is open - but not limited to - member restaurants, cafés, hotels, pubs and non-member establishments. Entrants will be assessed on their written submission and an anonymous restaurant visit by a trained Restaurant & catering judge who will dine at your establishment.

ENTRY DETAILS

To be eligible for entry into the **2017 People, Produce, Place Tourism Restaurant Award**, entrants must submit the following information prior to the close of entries:

1. **Completed entry form** - submitted by closing date.
 QLD/NT 17 March 2017 | SA 24 March 2017 | VIC/TAS 31 March 2017 | WA 21 April 2017 | ACT 12 May 2017
 NSW (Regional) 5 May 2017 | NSW (Metro) 21 April 2017
2. **Restaurant entry fee per category:**

Restaurant & Catering Member	\$280.00 inc GST. (this is the Tourism Award price. Prices may vary for other categories)
Non-Member	\$660.00 inc GST.
3. **Provide a written submission answering the four (4) submission questions below.**

.....
 Forward completed entry forms and relevant information:

Restaurant & Catering - Awards for Excellence

PO Box 121, SURRY HILLS NSW 2010 or F: 1300 722 878 or E: events@restaurantcater.asn.au

Written Submission Questions

Please submit no more than 200 words per question.

Question 1 - Customer Service and Professional Development (20 points)

Please explain how you achieve and maintain quality customer service throughout your organisation. *Tip:* Consider how you stay abreast of industry developments. Other points to consider could include your repeat business strategy, feedback collection and changes implemented based on feedback.

Question 2 - Sustainability and Innovation (20 points)

Describe and demonstrate your commitment to environmental sustainability. *Tip:* This could include energy and waste conservation, building design and location, waste management, recycling, tree planting, engaging environmentally sensitive procedures and accreditation programs.

Question 3(a) - Marketing (20 points)

Describe the marketing strategies used to attract the tourism market and detail the success / outcomes of these strategies.

Question 3(b) - Marketing (20 points)

What is your distinctive difference and how do you promote it to attract the tourism market? *Tip (Q. 3A and 3B):* Consider all arms of marketing (e.g. sales, advertising, public relations, word of mouth and e-marketing) where appropriate. Your objective should be to demonstrate a clear plan, supported by research and the results achieved.

ENTRY PROCESS AND ANNOUNCEMENT OF WINNERS

One Tourism Restaurant Award will be announced per state. State winners will be announced at the state events: ACT | SA | WA | VIC & TAS | QLD & NT | and NSW. Finalists can be viewed on the relevant state pages of the R&CA website prior to each event.

2017 Proposed Event Dates

QLD/NT Awards for Excellence Gala Dinner - 17th July 2017

VIC/TAS Awards for Excellence Gala Dinner - 14th August 2017

ACT Awards for Excellence Gala Dinner - 11th September 2017

National Awards for Excellence Gala Dinner (hosted in Melbourne) - 30th October 2017

SA Awards for Excellence Gala Dinner - 31st July 2017

WA Awards for Excellence Gala Dinner - 28th August 2017

NSW Awards for Excellence Gala Dinner - 18th September 2017

PEOPLE, PRODUCE, PLACE TOURISM RESTAURANT AWARDS - TERMS & CONDITIONS OF ENTRY

Restaurant & Catering Industrial Association of Australia Incorporated trading as Restaurant & Catering Australia ("RCA") owns and operates that the Savour Australia™ Restaurant & Catering Hostplus Awards for Excellence and the Restaurant & Catering Members Awards (collectively "Awards").

1. Definitions

Associate Member means a natural person, firm, partnerships or corporation engaged in the manufacture, production, distribution or provision of goods and services relating to the Food service industry. Associate Members will not be entitled to vote at any General Meeting of the Association or and shall be not eligible for election to the Management Committee;

Business Day means a week day, excluding a public holiday in Sydney, New South Wales;

Chief Judge Administrator is the final decision maker of the Awards;

Entry Closure Date is outlined on the front page of this document;

Finalist List means the list of nominees that have met the entry criteria and the minimum score for recognition as a finalist.

Financial Member means member hospitality businesses where membership fee is fully paid.

Honourable Mention means a nominee for a single entrant category that meets the appropriate standard.

Member means any member of the Association but shall not include an Associate Member, an affiliate member or subscriber or honorary member;

Member Re-joining Fee is \$80.00, payable by previous members to renew their membership;

National Award Categories means a category that will proceed to be recognised at the National awards event.

Prix-Fixe Menu means a menu that is a fixed price, either degustation or choice menu.

You means the person or entity (including employees, directors, officers, representatives and agents) named on the front section of this Agreement.

2. Eligibility

All members of RCA are eligible to enter the Awards, upon payment of applicable entry fees (see category list).

Entries received from Non-Financial members will incur the Non-Member entry fee (see category list).

Non-members who have previously been a member of RCA may resume their membership by paying a re-joining fee of \$80.00, plus the annual membership fee, to take advantage of the RCA member awards entry fee. You may contact the Association on 1300 722 878 or email membership@restaurantcater.asn.au to make the necessary arrangements.

Non-members who have never been a member and wish to enter the awards, can also elect to become a member at the same time. If they do, they will incur the Restaurant & Catering member awards entry fee. If you wish to become a member under these circumstances, contact the association on 1300 722 878 or email membership@restaurantcater.asn.au

Entry fees must be paid upon completion of the entry form (see category listings). Entrants will be disqualified if fees are outstanding beyond Entry Closure Date.

Entrants must have an operational business at the time of the announcement of the awards in order to be eligible for recognition as a finalist or winner. Member's businesses must be financial at the time of the presentation to be eligible to participate in the Awards.

3. Categories

Definitions of each category are included in this entry form.

Entrants must clearly mark the category/categories that they wish to enter. It is important to note that not all categories listed will be run in all states. Categories will be split into sub-categories only if there are sufficient entrants at the discretion of the Chief Judge Administrator.

The Chief Judge Administrator (in consultation with RCA) reserves the right to refuse entries for any particular category if in their opinion, the entry is inappropriate for the category concerned.

A restaurant can enter one category only, together with the Breakfast Restaurant, Small Bar and Tourism Restaurant categories if applicable.

4. Single Entrant Categories

Where a category may have only one entrant and the entrant does not fit into an alternate category, the single entrant will still be assessed.

If the entrant fails to meet the appropriate standard, then no finalist will be announced. If the entrant meets the appropriate standard, the entrant will be awarded an Honourable Mention. Businesses are to check the Finalist List posted on www.rca.asn.au to see if they are a single entrant. It is the responsibility of the Finalist to contact R&CA about their status and category.

5. Entrants, Finalists and Winners

All entries are reviewed by the Chief Judge Administrator to determine a Finalist List.

A full Finalist List will be announced on the RCA website, prior to the Awards presentation dinners.

All Finalists are requested to attend the respective awards presentation function for the announcement of winners. Categories marked with an asterisk (*) are National Award Categories.

If you are announced as the winner at your state event, the entrant with the highest score will move forward to the National Awards for National award categories.

Please note that although you may win the master category this does not give you automatic entry into the National Awards. The National entrant will be the entrant with the highest score from both the master and sub-categories.

At no time will winners be disclosed prior to the awards events. There is no direct entry to the major awards for Café of the Year, Restaurant of the Year or Caterer of the Year. The winners of these awards are determined by the highest point score obtained from winners of the café categories for Café of the Year, the restaurant categories for Restaurant of the Year and the catering categories for Caterer of the Year. New Restaurant and Small Bar do not qualify for these awards.

6. Regional Entries

Where there are sufficient entries in any category, a regional sub-category will be run to recognise regional entrants excluding ACT, NSW and QLD.

7. Entry Period

The entry period for the Awards are outlined on page two of this document, and may be varied by RCA, or the Chief Judge Administrator in its sole discretion.

Late entries will only be accepted at the discretion of the Chief Judge Administrator. The closing dates for restaurant entries are on page five of the restaurant nomination document.

8. Award Entry Fees and Refunds

The fees applicable to enter for Financial Members of RCA can be found in the category list.

Award entry fees vary between different categories as indicated on the application. Non-member restaurants can enter for a fee of \$660.00 including GST.

An entry fee is applicable for each category entered. The entry fee directly offsets the cost incurred by the judges.

Entrants withdrawing their entry prior to evaluation will be refunded less an administration fee of \$50.00.

No refund will be issued once the entrant has been evaluated under the system. Additional travel expenses for judges may need to be charged for restaurant establishments located in remote locations including airfares and accommodation. RCA will request approval from the entrant for any such additional expenses prior to judging.

For restaurant businesses that only offer a Prix-Fixe Menu, the fee will be the cost for two diners to order the Prix-Fixe Menu with matched wines, coffee/tea and water.

9. Payment Details

Payments will only be accepted via Credit Card, EFT or cheque.

Cheques are to be made out to Restaurant & Catering Australia and MUST be accompanied by a fully completed entry form.

10. Judging Criteria and Process

Each finalist in the awards is evaluated by trained independent judges under the National Restaurant and Catering Evaluation System (RACES).

Each restaurant business is assessed on a strict set of judging criteria. To view the detailed judging criteria, visit www.rca.asn.au. Statistical feedback charts will be mailed to each entrant after the National Awards (except for single entrant categories).

If you are the sole entrant in a category and are awarded an Honourable Mention, RCA will not be able to provide a statistical feedback chart, as there are no further category entrants to compare your judging evaluation.

11. Judges' Decision Final

The judges' decision is final and no correspondence will be entered into.