

2010 Category Criteria

Venue type categories

OUTSTANDING RESTAURANT EXPERIENCE

Offering formal dining, a great menu selection, customer service, ambience, style and value.

In easily accessible surroundings or worth the drive, the venue layout and management maximize the overall customer experience. The menu is well thought out, food excellent and service exceptional. Local or sustainable elements feature.

OUTSTANDING CAFÉ EXPERIENCE

Offering informal dining, exceptional coffee, customer service, ambience, style, value and menu selection.

Providing great beverages and light snacks/meals, friendly and efficient service, ambient surroundings, value and a commitment to providing a quality customer experience. Local or sustainable elements feature.

OUTSTANDING BAR EXPERIENCE

Offering a varied drinks menu, ambient surroundings, value and excellent service with a commitment to providing a quality customer experience. Local or sustainable elements feature.

OUTSTANDING WINERY EXPERIENCE

Attractive and welcoming venue, which promotes own locally produced wine and offers an additional customer experience which could be gourmet, activity or educational based.

This winery goes the extra mile and its facilities and operations express true customer focus. Local or sustainable elements feature.

OUTSTANDING ACCOMMODATION EXPERIENCE

Offering welcoming surroundings with clean, relevant and quality facilities, excellent customer service, value and an outstanding customer experience. Local or sustainable elements feature

OUTSTANDING VISITOR ATTRACTION EXPERIENCE

An outstanding permanent visitor attraction which could be educational or activity based. Offering a well thought out and presented customer focused experience. Local or sustainable elements feature.

OUTSTANDING ENTERTAINMENT EXPERIENCE

An exceptional temporary or one-off event, festival, or activity which has occurred in the last 12 months. This entertainment experience went the extra mile to leave a positive impression for all stakeholders and partners and create a positive impression of the district. Local or sustainable elements feature

Sustainable/local categories

OUTSTANDING LOCAL FOOD PRODUCER

Offering a locally grown quality product, with a focus on reliability, value and outstanding customer service. This food producer makes or grows produce within the Rodney district, for supply and service in or outside the Rodney district

OUTSTANDING LOCAL SUPPLIER

This supplier will be well known and respected in the industry, offering good quality produce, reliability, value and outstanding customer service. Produce being supplied can originate from outside the Rodney region, but the supplier must have a local depot.

BEST LOCAL WINE LIST

A varied wine list, which reflects the style of the establishment, offers good value and includes a significant number of wines produced in Rodney.

OUTSTANDING 'SLOW' DISH

Celebrating the produce of the Rodney District by recognising a dish which exhibits a skillful mix of talented local artisan producers.

With emphasis on food which is both produced and consumed locally and is seasonal, with no presence of pesticides nor generic engineering throughout the production / growing process.

MOST SUSTAINABLE HOSPITALITY BUSINESS

This hospitality business optimises sustainable practices throughout its operations.

People categories

OUTSTANDING HOSPITALITY YOUTH (AGED 16 – 24)

This young person displays high operational standards, excellent customer service, determination and the ability to succeed as a hospitality leader of the future.

They will be currently employed within the Rodney hospitality industry and be dedicated to exceeding expectations.

EXCELLENCE IN CUSTOMER SERVICE

This exceptional individual consistently displays the highest level of friendly and professional customer service. They will be currently employed within the Rodney hospitality industry and be committed to continual development in order to exceed customer expectations.

HOSPITALITY PERSONALITY

Awarded to an individual displaying the ultimate levels of dedication, charisma and professionalism undertaking any role within the Rodney hospitality industry.

OUTSTANDING CONTRIBUTION TO HOSPITALITY

This outstanding individual will be well known and respected for their commitment and dedication to the Rodney hospitality industry.

This person will be employed within the Rodney hospitality industry and display significant involvement or contribution to projects, which have a district wide impact.