

SITE VISIT ENTRANT CHECKLIST

The following checklist will assist entrants to prepare for the 2019 Awards site visit. It is encouraged for the business to review this checklist and ensure they have any relevant documentation available for the judge to review.

- ✓ Customer Service Systems
 - Booking Systems that are in place e.g. online
 - Communication with guests/customers
 - Catering to those with special needs
- ✓ Business and Marketing Plan
 - Involvement within the tourism industry
 - Engagement with local industry
 - Business and Marketing Planning, including target markets and innovation
 - Online presence including social media activity and use of user review sites e.g. TripAdvisor
- ✓ Business Operations
 - Daily/Weekly/Monthly tasks for those within the business
 - Cleaning and Maintenance procedures
 - Risk Management processes including OH&S, First Aid, emergency evacuation guides and fire safety equipment
- ✓ Human Resource Management
 - Staff Training
- ✓ Environmental Sustainability
 - Sustainable practices in use
 - Contribution to the local community and economy
- ✓ Compliance
 - Relevant licences and insurances are available