



2011 AHA|SA
HOTEL INDUSTRY

AWARDS
FOR EXCELLENCE

CALL FOR ENTRIES

aha|sa

Australian Hotels Association (SA)

2011 AHA|SA
HOTEL INDUSTRY
AWARDS
FOR EXCELLENCE

The AHA|SA Awards for Excellence are recognised as the most prestigious awards in the hospitality industry, honouring the achievement of excellence in a wide range of categories. This on-going commitment to excellence ensures our State's hotels are without peer in Australia.

South Australian hotels provide patrons with a great range of food and beverage, quality accommodation and excellent service. They are also the perfect place to socialise, be entertained, relax and enjoy living. Without doubt our hoteliers and their staff should be proud of the services and facilities they offer.

Now is the time to nominate. The annual AHA|SA Awards for Excellence provides a prime opportunity to showcase your venues and be proud of your achievements. For the winners it also brings fabulous marketing and endorsement opportunities that are invaluable to your hotel. All award winners are presented with a magnificent framed certificate as well as a finalist logo which can be used for your hotel's overall marketing and promotional campaign.

Those successful in specific categories will then have the opportunity to be a finalist in the AHA National Hotel Awards, to be announced in Sydney, on Sunday August 21. Those awards included at a National level are indicated with the AHA National logo.

The nomination process is simple and free. So start preparing your nomination submission today.

Winners of the AHA|SA Awards for Excellence will be announced at the Hotel Industry's night of nights, at the Adelaide Entertainment Centre on Tuesday 2 August 2011. The AHA|SA Awards for Excellence Gala Dinner is the highlight of the South Australian hotel calendar, bringing together hotel industry members and associates from all corners of the State to celebrate our vibrant industry and recognise those hotels that have achieved excellence. Details of this spectacular event will be released in early June.





OVERALL CRITERIA

If you wish to enter this year's Hotel Industry Awards, then you must:

- Be a full financial member of the AHA|SA. Associate Members are not eligible to enter.
- Hall of Fame recipients are not eligible to enter the specific award category in which they won the accolade in 2010. All other categories are accepted.
- Metropolitan Hotels are regarded for this purpose as within 50km of Adelaide CBD.
- All nominations are considered finalists unless you are contacted otherwise.

For all enquiries please contact:

Lucy Randall
AHA|SA Manager - Events & Sponsorship
08 8100 2441
0421 702 227
lrاندall@ahasa.asn.au
www.ahasa.asn.au

2011 AWARD CATEGORIES

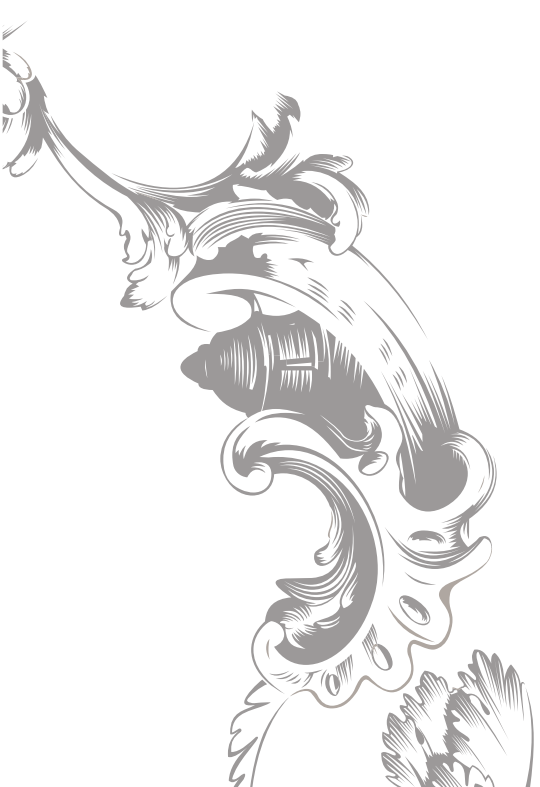
1. Best Mid-Range Accommodation
2. Best Deluxe Hotel Accommodation
3. Best Bistro Casual Dining – Country
4. Best Bistro Casual Dining – Metropolitan
5. Best Restaurant – Accommodation Division
6. Best Restaurant – General Division
7. Best Bar Presentation & Service – Country
8. Best Bar Presentation & Service – Metropolitan
9. Best Retail Outlet – Country
10. Best Retail Outlet – Metropolitan
11. Best Outdoor or non-enclosed Facility
12. Best Entertainment Venue
13. Best Sporting Entertainment Venue
14. Best Redeveloped Hotel – Country
15. Best Redeveloped Hotel – Metropolitan
16. Outstanding Community Service & Achievement
17. Best Marketed Hotel – Accommodation Division
18. Best Marketed Hotel – General Division
19. Best Tourism Initiative
20. Best Environmental Practice
21. Best Gaming Venue – Country
22. Best Gaming Venue – Metropolitan
23. Best Function Operation/Facility – Accommodation Division
24. Best Function Operation/Facility – General Division
25. Outstanding Achievement in Training – Accommodation Division
26. Outstanding Achievement in Training – General Division
27. Hotel Industry Rising Star Award
28. Best Overall Hotel

NATIONAL AWARDS



Winners in selected South Australian categories will qualify as finalists at the 2011 AHA National Hotel Awards for Excellence – General and Accommodation Divisions. These awards are indicated with the AHA National logo.

Please note that there are costs associated with National submissions.



ENTRY CHECKLIST 1-5 ✓

1. ENTRY FORM

- A separate entry form must be completed for each award category entered.
- An accompanying submission is compulsory for each category entered.

2. SUBMISSION

- Submissions must address the specific criteria as outlined in this document.
- Submissions are preferred in A4 hardcopy format (no plastic pockets) and may include supporting brochures and printed photos.
- Soft copy written submissions via email will also be accepted, in Word or PDF format.

3. PHOTOS

- Photographs must be included for each award submission.
- High res JPG format on a CD, USB or via email, with at least one photograph of the exterior of the hotel.

(These photographs will be used for the main presentation on the evening of the awards ceremony and must be of acceptable quality. The AHA|SA does not hold any responsibility for the selection of photos displayed on the evening.)

4. PRESENTATIONS

- A representative must be present at the award ceremony on Tuesday 2 August 2011 to receive the award if successful.

5. ENTRY DEADLINE

- 4pm on Friday 27 May 2011.
- Under no circumstance will nominations or submissions be accepted after this deadline.

PLEASE FORWARD YOUR SUBMISSION/S TO:

EMAIL

awards@ahasa.asn.au

POST

2011 Hotel Industry Awards for Excellence
Australian Hotels Association (SA)
PO Box 3092
RUNDLE MALL SA 5000

DELIVERY

2011 Hotel Industry Awards for Excellence
Australian Hotels Association (SA)
Level 4, 60 Hindmarsh Square
ADELAIDE

FOR MORE DETAILS, VISIT www.ahasa.asn.au



JUDGING PROCESS

Each nominated hotel will be visited by at least one or more judges. The judge's identity and visiting details will not be disclosed. The judge's decision is final and will be based upon the establishment's ability to fulfil the outlined criteria in each category entered along with the supporting information as presented in the award submission. In consultation with the judges, the AHA|SA reserves the right to remove an award category either due to insufficient entries or nominations not being of a required standard. The AHA|SA reserves the right to encourage those hotels that are considered leaders in their field to nominate for the Awards.

HALL OF FAME

Those hotels winning a third consecutive award in a single category will be presented with a Hall of Fame recognition in that specific category. This hotel is then not eligible to then enter this specific award category the following year. All other categories are accepted.

"After winning several awards, the icing on the cake was hearing 'The Highway' announced as SA's Best Overall Hotel. This title is the greatest reward for our team's hard work, commitment to our business objectives and maintaining a clean, contemporary environment which paid off for us at SA's most prestigious industry awards night."

Simon Adami - The Highway

"The main aim when nominating your hotel is to win...of course! However, as an Operations Manager, the nomination process forces you to evaluate your business. And by involving Manager's in the writing it creates accountability first and then ownership of their Department's worth. And when these same Managers's are present at the Gala Dinner and win... the emotion is 'electric'. You can't buy that motivation and ownership!!!"

Linda Noack - Belair Hotel

"Winning the Award for Best Sporting Entertainment at the 2010 AHA|SA Awards for Excellence has definitely assisted in promoting and advertising our hotel. We are proud to acknowledge this achievement and it has given us opportunities that put simply, money cant buy! We would definitely encourage hotels to enter the awards."

David Griffiths - Morphett Arms Hotel



CATEGORIES & CRITERIA

1. BEST MID-RANGE ACCOMMODATION



Describe and demonstrate your hotel's accommodation, addressing the following points;

- 3 to 4 star accommodation is located within licensed area
- Hotel exterior, design, décor, etc
- Reception area staffed for a minimum of 8 hours
- 24 hour on-site management
- Ambience
- Clean, tidy, well presented rooms with ensuite facilities
- Fridge, minibar, coffee/tea making facilities
- Variety of food & beverage outlets
- Bistro/restaurant available for breakfast, lunch and dinner
- Room service available
- Bar presentation, selection and service
- Courteous, professional and well groomed staff
- Hygiene and cleanliness
- State and local tourism information readily available
- Accommodation meets all statutory requirements

2. BEST DELUXE HOTEL ACCOMMODATION



Describe and demonstrate your hotel's accommodation, addressing the following points;

- 4 ½ star and above accommodation is located within licensed area
- Overall guest experience provided by the hotel
- Facilities available – both corporate and leisure
- Overall service provided throughout the property including 24 hour service at check in, room service, tourist information, valet parking, housekeeping and special requests
- Concierge services, dedicated business centre, conference rooms (min 30 persons), gymnasium, pool/spa
- Dedication to perfection apparent
- Food and beverage selection, variety and quality
- In-house marketing
- Facilities in line with new technology (e.g. internet connections)
- Security and safety
- Accommodation meets all statutory requirements

3. BEST BISTRO/CASUAL DINING – COUNTRY



Describe and demonstrate your bistro casual dining facility, addressing the following points;

GENERAL

- Measure of popularity
- Growth factor and marketing (documented in submission)
- Overall hygiene and cleanliness of premises
- Décor, design, characteristic, lighting, music
- Children's interests catered for where applicable - special meals, play corner, colouring books
- Range of promotional products and activities
- Wine list to be effective, several served by the glass and local representation where possible
- Pleasant casual atmosphere

FOOD

- Value for money
- General quality
- Presentation and accuracy on menu
- Menu innovation, selection and diversity, including daily specials
- Buffet presentation (if applicable)
- Cleanliness of crockery, cutlery and glassware

SERVICE

- Professionalism and outstanding customer service
- Knowledge of local area, menu and wines evident
- Communication of menu changes or unavailable dishes
- Staff neatly, cleanly attired and well groomed
- Knowledge and practise of Responsible Service of Alcohol (RSA)
- Self service an option

4. BEST BISTRO/CASUAL DINING – METROPOLITAN



(Refer to criteria for Category 3. BEST BISTRO/CASUAL DINING – COUNTRY)



5. BEST RESTAURANT – ACCOMMODATION DIVISION



(For Accommodation Division Venues only)

Describe and demonstrate your hotel's restaurant, addressing the following points;

GENERAL

- Measure of popularity
- Growth factor and marketing (documented in submission)
- Profitability (documented in submission)
- Décor, design, characteristic, lighting, music
- Quality of table setting (glassware, crockery, cutlery)
- Overall hygiene and cleanliness of premises

FOOD & WINE

- Wine list to be effective, with a range of wines served by the glass, local wines, wine recommendations
- Originality, selection and variety of menu
- Presentation, innovation, composition of dishes
- Accuracy and presentation of menu
- Seasonal variation and evidence of local produce used

SERVICE

- Professional staff presentation and range of skills
- Product knowledge of local area, menu and wines evident
- Knowledge and practise of Responsible Service of Alcohol (RSA)
- Efficiency of order taking, meal delivery, table clearing
- Staff neatly, cleanly attired and well groomed

6. BEST RESTAURANT – GENERAL DIVISION



(For General Division venues only)

(Refer to criteria for Category 5. BEST RESTAURANT – ACCOMMODATION DIVISION)

7. BEST BAR PRESENTATION AND SERVICE – COUNTRY



Describe and demonstrate your hotel's bar presentation and service, addressing the following points;

- Measure of popularity
- Outstanding customer service
- Bar presentation to be of the highest standard
- Staff neatly and cleanly attired
- Efficiency of bar operator(s)
- Popularly patronised
- Comfort and overall feel for customers
- Atmosphere, lighting, music, ambience
- Range of promotional products
- Availability and choice of food
- Knowledge and practise of Responsible Service of Alcohol (RSA)
- Overall hygiene and cleanliness of premises

8. BEST BAR PRESENTATION AND SERVICE – METROPOLITAN



(Refer to criteria for Category 7. BEST BAR PRESENTATION & SERVICE – COUNTRY)

9. BEST RETAIL OUTLET – COUNTRY



Describe and demonstrate your hotel's retail outlet, addressing the following points;

- Design, layout and stock presentation (lighting, provision for wine tasting, accessibility, pricing)
- Outstanding customer service and staff product knowledge
- Good representation of locally produced wines
- Variety of interstate and international products
- Product range which suits local market needs
- Promotion of outlet (marketing, advertising and signage)
- Staff product knowledge and presentation (grooming, uniform etc)
- Professionalism and outstanding customer service

10. BEST RETAIL OUTLET – METROPOLITAN

(Refer to criteria for Category 9. BEST RETAIL OUTLET – COUNTRY)

11. BEST OUTDOOR OR NON-ENCLOSED FACILITY

Describe and demonstrate your hotel's outdoor or non-enclosed facility, addressing the following points;

- Measure of popularity
- Comfort and overall feel for customers
- Atmosphere, lighting, music, ambience
- Optimum and innovative solution to the challenges faced
- Facility enhances the overall standard of premises
- Appropriate heating and cooling
- Range of facilities – TV, internet
- Provision of food and beverage services
- Proximity to service area and amenities
- Safety and security
- Compliance with unenclosed definition as detailed in non-smoking law's legislation
- Evidence of adequate disposal of smoking litter
- Property has operated with new facility for 3 months at time of nomination

12. BEST ENTERTAINMENT VENUE

Describe and demonstrate your hotel's entertainment venue, addressing the following points;

GENERAL

- Overall hygiene and cleanliness of premises
- Provides local and/or overseas live entertainment on a regular basis throughout the year (lists of entertainers to be provided)
- Possesses adequate crowd control techniques, safety and security
- Promotion of entertainment, advertising and marketing
- Recognition by entertainers as good performance venue (testimonials to be provided)
- Audio visual, lighting, sound, stage and dance floor facilities
- Characteristics (theme, unique character, ambience)
- Measure of popularity

FOOD AND BEVERAGE

- Food and beverage facilities/outlets
- Selection/variety and quality of food and beverage

SERVICE

- Professionalism and outstanding customer service
- Staff knowledge of entertainment offered
- Knowledge and practise of Responsible Service of Alcohol (RSA)
- Staff product knowledge and presentation (grooming, uniform etc)

13. BEST SPORTING ENTERTAINMENT VENUE

Describe and demonstrate your hotel's sporting entertainment venue, addressing the following points;

GENERAL

- Design, décor, characteristics of venue
- Ambience, lighting, decorated in sporting theme
- Hotel participation with sporting clubs
- Hotel participates in and supports pool/darts competitions
- Promotes sporting and leisure activities
- Provides variety of televised sports programs
- TAB or Bingo/Keno facilities
- Measure of popularity
- Hygiene and cleanliness
- Ambience

ENTERTAINMENT

- Promotion of entertainment, advertising and marketing
- Recognition by entertainers as good performance venue (testimonials to be provided)
- Audio visual, lighting, sound, stage and dance floor facilities

FOOD AND BEVERAGE

- Food and beverage facilities/outlets
- Selection/variety and quality of food and beverage

SERVICE

- Professionalism and outstanding customer service
- Staff knowledge of entertainment offered
- Knowledge and practise of Responsible Service of Alcohol (RSA)
- Staff presentation (grooming, uniform etc)

14. BEST REDEVELOPED HOTEL – COUNTRY

Describe and demonstrate your hotel's redevelopment, addressing the following points;

- Redevelopment project is complete and has operated under refurbished conditions for a minimum of 6 months at time of nomination
- Architectural innovation, décor and design features in refurbishment
- Ambience, lighting, music
- Reason for refurbishment
- Staff efficiency improvements
- Popularity and financial gain due to refurbishment
- Total cost of investment and return on investment
- Hygiene and cleanliness of premises

15. BEST REDEVELOPED HOTEL – METROPOLITAN



(Refer to criteria for Category 14. BEST REDEVELOPED HOTEL – COUNTRY)

16. OUTSTANDING COMMUNITY SERVICE & ACHIEVEMENT



Describe and demonstrate your hotel's community service and achievement, addressing the following points;

- Active participation and support of community groups and activities
- Promotion of hotel industry to community and groups
- Participation in community life through the hotel
- Evidence of financial assistance to community
- Profile, PR achieved through community work

17. BEST MARKETED HOTEL – ACCOMMODATION DIVISION



Describe and demonstrate your hotel's marketing, addressing the following points;

- Evidence and quality of research
- Evaluation results of research and conclusion
- Development stage of marketing strategy
- In-house marketing & promotion material to support marketing strategy
- Website
- Media plan and PR activities
- Evidence of social media marketing (i.e Facebook, Twitter)
- Increase in popularity as a result of marketing strategy (i.e. covers, occupancy)
- Evidence of recognition by community

(Note: Advertising alone does not constitute marketing and handbills are not sufficient to win this category)

18. BEST MARKETED HOTEL – GENERAL DIVISION



(Refer to criteria for Category 17. BEST MARKETED HOTEL – ACCOMMODATION DIVISION)

19. BEST TOURISM INITIATIVE



Describe and demonstrate your hotel's tourism initiatives, addressing the following points;

- Detailed description of tourism initiative
- Evidence of interaction with local tourism authority or organisation
- Evidence and description of the hotel's ability to provide a wide range of hospitality services
- Evidence of feedback from guests utilising these services
- Quality of the developed tourism marketing strategy
- Evidence of water saving initiatives and recycling

20. BEST ENVIRONMENTAL PRACTICE



Describe and demonstrate your hotel's environmental practice, addressing the following points;

- Evidence of energy saving initiatives
- Evidence of water saving initiatives
- Evidence of recycling – water & materials
- Best practice in waste management
- Use of environmentally friendly products
- Guest involvement in environmental initiatives
- Policing of policy
- Involvement with local environmental initiatives
- Relevant 'GREEN' accreditation

21. BEST GAMING VENUE – COUNTRY



Describe and demonstrate your hotel's gaming venue, addressing the following points;

- Design and layout of the venue is compatible with the overall hotel facility
- Accessibility, and privacy availability of gaming facilities
- Ambience and décor that reflects the nature of the venue
- Courtesy patron facilities i.e. food and beverage
- Promotional activities
- Lounge/seating area available
- Convenient bar location
- Efficiency of integrated smoking solution
- Overall hygiene and cleanliness
- Courteous, professional and well groomed staff
- Knowledge and practise of Responsible Service of Alcohol (RSA)
- Evidence of engagement with 'Gaming Care' – Hotels Responsible Gambling Early Intervention Agency

22. BEST GAMING VENUE – METROPOLITAN



(Refer to criteria for Category 21. BEST GAMING VENUE – COUNTRY)

23. BEST FUNCTION OPERATION/FACILITY – ACCOMMODATION DIVISION

Describe and demonstrate your hotel's function operation/facility, addressing the following points;

FUNCTIONS PREMISES

- Hotel's function facilities (rooms areas) inc storage, dressing, staging, technical support, dance floor, proximity to rest rooms, table settings etc
- Detail theme, uniqueness

PACKAGES/MENUS

- Priced package, menu
- Originality, selection, variety, accuracy and presentation of food

STAFF

- Relevant training for functions/events (eg. Customer service, food handling, RSA, event management)
- Function staff team composition
- Presentation, efficient, courteous and friendly

ADMINISTRATION/MARKETING

- Marketing strategies used to promote function facilities
- Administrative procedures to manage bookings and function management

MEASURED SUCCESS

- Measure of popularity
- Testimonials
- Evidence of successful event

PLEASE NOTE:

- Function areas are determined as especially designated areas, or 'closed' private function rooms
- Partial closure/reservation of a public area does not constitute a function facility eligible for this award
- Function areas may include indoor/outdoor settings and features

24. BEST FUNCTION OPERATION/FACILITY – GENERAL DIVISION

(Refer to criteria for Category 23. BEST FUNCTION OPERATION/FACILITY – ACCOMMODATION DIVISION)

25. OUTSTANDING ACHIEVEMENT IN TRAINING – ACCOMMODATION DIVISION



Describe and detail the program and procedures your hotel has used over the past twelve months, and the results obtained by providing relevant industry education, guidance, instruction/training to your staff.

Your submission should reference the following points;

- Contribution to raise professionalism in the industry
- Catering for industry needs
- Innovation in educational training and support of established training outlets, i.e. TAFE colleges, hotel schools, AHA etc.
- Retention of staff as a result of initiatives
- Internal training, schedules, training manuals, etc
- Evidence of training across waiting service, bar service, cellar operations, kitchen service, front and back of house, housekeeping, Responsible Service of Alcohol (RSA), Gaming operations, OHS, Fire Safety, Environmental policies etc
- Evidence of ongoing staff evaluation of competency assessed by management and training schedules available

26. OUTSTANDING ACHIEVEMENT IN TRAINING – GENERAL DIVISION



(Refer to criteria for Category 25. OUTSTANDING ACHIEVEMENT IN TRAINING – ACCOMMODATION DIVISION)



27. HOTEL INDUSTRY RISING STAR AWARD



THE CANDIDATE SHALL:

- Be nominated by his/her employer
- Have been employed for not less than 6 months prior to nomination
- Be 26 years of age or younger on the date of submission/nomination
- Be employed in an AHA|SA member hotel in a management position

THE 500 WORD SUBMISSION SHOULD INCLUDE:

- Recognitions the candidate has received from the hotel/industry
- Training courses the candidate has undertaken or intending to take to further his/her career
- Outline how the candidate has illustrated his or her commitment to the industry and their value to your hotel, above their job description
- The candidate must also forward a copy of their curriculum vitae, which should include:
 1. Prior experience/employment
 2. Knowledge, experience, interest, involvement and ambition/career aspirations in the hotel industry
 3. Hotel education, training and self development/personal development
- The candidate will be judged on the information and submission provided

28. BEST OVERALL HOTEL



All Hotels nominating for any category in the 2011 AHA|SA Awards for Excellence are automatically nominated for the Best Overall Hotel award.

2011 AHA | SA AWARDS FOR EXCELLENCE – CALL FOR ENTRIES

HOTEL:

POSTAL ADDRESS:

SUBURB/TOWN: POSTCODE:

CONTACT NAME: EMAIL:

PHONE: FAX:

ALL SUBMISSIONS MUST BE RECEIVED BY 4PM, FRIDAY 27 MAY 2011

PLEASE SELECT CATEGORY THAT YOU HAVE CHOSEN TO ENTER;

- | | |
|--|--|
| <input type="radio"/> Best Mid-Range Accommodation | <input type="radio"/> Best Redeveloped Hotel – Metropolitan |
| <input type="radio"/> Best Deluxe Hotel Accommodation | <input type="radio"/> Outstanding Community Service & Achievement |
| <input type="radio"/> Best Bistro /Casual Dining – Country | <input type="radio"/> Best Marketed Hotel – Accommodation Division |
| <input type="radio"/> Best Bistro /Casual Dining – Metropolitan | <input type="radio"/> Best Marketed Hotel – General Division |
| <input type="radio"/> Best Restaurant – Accommodation Division | <input type="radio"/> Best Tourism Initiative |
| <input type="radio"/> Best Restaurant – General Division | <input type="radio"/> Best Environmental Practice |
| <input type="radio"/> Best Bar Presentation & Service – Country | <input type="radio"/> Best Gaming Venue – Country |
| <input type="radio"/> Best Bar Presentation & Service – Metropolitan | <input type="radio"/> Best Gaming Venue – Metropolitan |
| <input type="radio"/> Best Retail Outlet – Country | <input type="radio"/> Best Function Operation/Facility – Accommodation Division |
| <input type="radio"/> Best Retail Outlet – Metropolitan | <input type="radio"/> Best Function Operation/Facility – General Division |
| <input type="radio"/> Best Outdoor or non-enclosed Facility | <input type="radio"/> Outstanding Achievement in Training – Accommodation Division |
| <input type="radio"/> Best Entertainment Venue | <input type="radio"/> Outstanding Achievement in Training – General Division |
| <input type="radio"/> Best Sporting Entertainment Venue | <input type="radio"/> Hotel Industry Rising Star Award |
| <input type="radio"/> Best Redeveloped Hotel – Country | |

**All hotels nominating for ANY category are automatically nominated for the Best Overall Hotel award.*

PLEASE NOTE: A NOMINATION FORM, DETAILED SUBMISSION AND PHOTOS MUST BE SUBMITTED FOR EACH AWARD CATEGORY ENTERED. REFER TO CHECKLIST ON PAGE 4.

EMAIL

awards@ahasa.asn.au

POSTAL

2011 Awards for Excellence
Australian Hotels Association (SA)
PO Box 3092
RUNDLE MALL SA 5000

DELIVERY

2011 Awards for Excellence
Australian Hotels Association (SA)
Level 4, 60 Hindmarsh Square
ADELAIDE

FOR MORE DETAILS, VISIT www.ahasa.asn.au

2010 AHA|SA AWARDS FOR EXCELLENCE – WINNERS

BEST MID-RANGE ACCOMMODATION

Arkaba Hotel
Largs Pier Hotel

BEST DELUXE HOTEL ACCOMMODATION

Sebel Playford Adelaide

BEST BISTRO /CASUAL/FAMILY DINING – COUNTRY

Renmark Hotel

BEST BISTRO /CASUAL/FAMILY DINING – METROPOLITAN

Belair Hotel

BEST RESTAURANT – GENERAL DIVISION

Lion Hotel, North Adelaide (Hall of Fame)

BEST RESTAURANT – ACCOMMODATION DIVISION

Novotel Barossa Valley Resort

BEST BAR PRESENTATION & SERVICE – COUNTRY

Port Lincoln Hotel

BEST BAR PRESENTATION & SERVICE – METROPOLITAN

Hotel Richmond
The Highway

BEST RETAIL OUTLET – COUNTRY

Sky Tavern, Port Augusta

BEST RETAIL OUTLET – METROPOLITAN

Edinburgh Hotel & Cellars (Hall of Fame)

BEST OUTDOOR OR NON-ENCLOSED FACILITY

Benjamin on Franklin
The Highway

BEST ENTERTAINMENT VENUE

Governor Hindmarsh Hotel (Hall of Fame)

BEST SPORTING ENTERTAINMENT VENUE

Morphett Arms Hotel

BEST REDEVELOPED HOTEL – COUNTRY

Tassie Tavern, Port Augusta

BEST REDEVELOPED HOTEL – METROPOLITAN

Benjamin on Franklin

OUTSTANDING COMMUNITY SERVICE

Ceduna Foreshore Hotel Motel

BEST MARKETED HOTEL – ACCOMMODATION DIVISION

Hilton Adelaide (Hall of Fame)

BEST MARKETED HOTEL – GENERAL DIVISION

The Highway

BEST TOURISM INITIATIVE

Arkaroola Wildlife Sanctuary

BEST ENVIRONMENTAL PRACTICE

Hilton Adelaide

BEST GAMING VENUE – COUNTRY

Ceduna Foreshore Hotel Motel

BEST GAMING VENUE – METROPOLITAN

Belair Hotel

OUTSTANDING ACHIEVEMENT IN TRAINING

Novotel Barossa Valley Resort

HOTEL INDUSTRY RISING STAR AWARD

Tom Marshall, Marion Hotel

BEST OVERALL HOTEL

The Highway

aha|sa

Australian Hotels Association (SA)