



**VANUATU
TOURISM
AWARDS**
for Excellence 2017/2018



ENTRY INSTRUCTIONS

These categories recognise the contribution and commitment of individuals engaged in the tourism industry. Nominations for this award are an acknowledgement of exceptionally dedicated individuals who go beyond their typical job descriptions to support their colleagues and industry, and to enhance the visitor experience.

Customer Service (Category 10)

Eligibility: Non-management employees of tourism service providers who provide front-of-house, customer-facing services in the private sector, including but not limited to: accommodation providers, hotels, resorts, car rentals, airlines, tour operators, restaurants

Behind the Scenes (Category 11)

Eligibility: Non-management employees of tourism service providers who provide administrative and support services in the private sector, including but not limited to: accommodation providers, hotels, resorts, car rentals, airlines, tour operators, restaurants.

Tour Guide (Category 12)

Eligibility: Single tour guide operators and non-management tour guiding employees of tourism service providers in the private sector, including but not limited to: tour operators, transport facilitators, land, air and water transport providers, community groups.

Entry Fee:

- **2,500 Vatu application fee - a receipt will be issued upon payment.**
- **Cheques, cash or bank/easy money transfer will be accepted.**
- **Cheque and bank transfer details are as follows:**

**Vanuatu Tourism Awards For Excellence
Account Number 00507191010010
Bred Bank Vanuatu
Port Vila, Vanuatu**

Reference: (Your Business Name) + Awards Entry Fee



ENTRY COVER SHEET

Nominee's name	
Nominee's employer/business name	
Nominee's location details (Please provide a description to assist Judges in understanding nominee's location, and include Island and closest Village as a minimum).	
Tourism Association (Nominee's Association membership or that of their employer)	
Your name	
Your phone number	
Your email	
Category entered (Number and Name)	

SUBMISSION REQUIREMENTS

Entry fee paid and receipt attached	
Sections are min 1x A4 page / max 2x A4 pages each	
Maximum 6 additional Attachments	

LIST OF ATTACHMENTS (please name and cross reference with documents)

1	
2	
3	
4	
5	
6	

I wish to nominate:

FIRST NAME: _____ LAST NAME _____

POSITION TITLE: _____

PLACE OF WORK: _____

SUMMARY OF DUTIES [Including the nature of contact with customers]:

I am pleased to submit the above nomination for the 2017/2018 Vanuatu Tourism Awards for Excellence, and agree to the Entry Terms and Conditions.

Signature

Date

Send your submission:

- Email as a PDF or Word document to: awards@vanuatu.gov.vu
- Mail to: Vanuatu Tourism Office, PO Box 209, Port Vila, Vanuatu;
- Deliver to: Vanuatu Tourism Office, Port Vila Vanuatu Tel: (678) 22685 / 22515 or the Vanuatu Department of Tourism, George Pompidou Road, Port Vila Tel: (678) 33400

SUBMISSION GUIDELINES

Please take note of the following:

- The two sections of the written submission must be minimum one A4 page and maximum two A4 pages each
- Submissions should be no longer than 4 A4 pages in total
- Submissions may be handwritten or typed but must be legible and using text of reasonable size
- All information within these limits will be considered when awarding points and judges will be instructed to disregard any information supplied that exceeds the section or attachment limits
- Submissions may include up to six Attachments – these must be clearly identified and listed on the checklist above.

Total score for each Awards entry is **30 points**, 20 of which come from the written submission. The total points are awarded against three sections, as follows:

- **An overview of the nominee (10 points)**
- **Personal service and contribution to the industry (10 points)**
- *Personal interview (finalists only) (10 points)*

TIPS FROM THE JUDGES

Consider the content and size of the Attachments carefully – they should be connected to the questions and their relevance referenced in your answer. Examples of suitable attachments could be a CV, copies of Awards/Accreditations received (do NOT attach originals as documents cannot be returned), customer feedback naming the nominee, photographs of nominee performing in their role. Judges are looking for concise answers that clearly respond to the question asked. Ensure you include key information you want the Judges to know into the section against which it will score points and not in sections where it is less relevant.

JUDGING CRITERIA

Section 1: Overview of the Nominee (10 points)

- a) The name of the person nominating the candidate (0.5 points)
- b) The candidate's relationship to the person nominating (0.5 points)
- c) How many years the candidate has been in the tourism industry and overview of current employment/activity (3 points)
- d) Accreditations and awards (3 points)
- e) Examples of candidate's professional development (3 points)

TIPS FROM THE JUDGES

Part e) Professional development can be formal and informal, including but not limited to: training through a training provider, on-the-job training, being mentored, self-study, experience-based learning

Section 2: Personal Service and Contribution to the Industry (10 points)

- a) Examples of what the nominee has done over and above their paid job (5 points)
- b) Contribution to the Vanuatu tourism industry as a whole, in particular in the areas of promoting sustainable environmental and/or cultural practices (5 points)

TIPS FROM THE JUDGES

Part a) Consider how the nominee regularly exceeds their job description, for example by taking on additional responsibilities, supporting other team members, or providing an extra level of service to customers or management beyond what the business expects of all employees in their role.

Part b) Consider how the nominee engages with the broader tourism industry and local communities. Have they initiated any practices or activities that stand out in terms of environmental protection or promoting local culture?

The Vanuatu Tourism Awards for Excellence Judges and Committee thank you for the time and effort you have invested in your entry.