



**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.

### **Tourism Transport Ambassador (Category 14)**

**Eligibility:** Bus/Taxi operators who have successfully completed the 2017 Tourism Transport Ambassadors Program.

## ENTRY COVER SHEET

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

## SUBMISSION REQUIREMENTS

Both sections completed: 1. Overview of the Nominee; 2. Personal Service and Contribution to the Industry	
Sections are min 1x A4 page / max 2x A4 pages each	
COPY of 2017 Business Tourism Permit attached	
COPY of 2018 Business License attached	
COPY of current Drivers License	
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.

<b>Signature</b>		<b>Date</b>	
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**Send your submission:**

- Email as a PDF or Word document to: or [awards@vanuatu.gov.vu](mailto: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 (to the point) 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.**