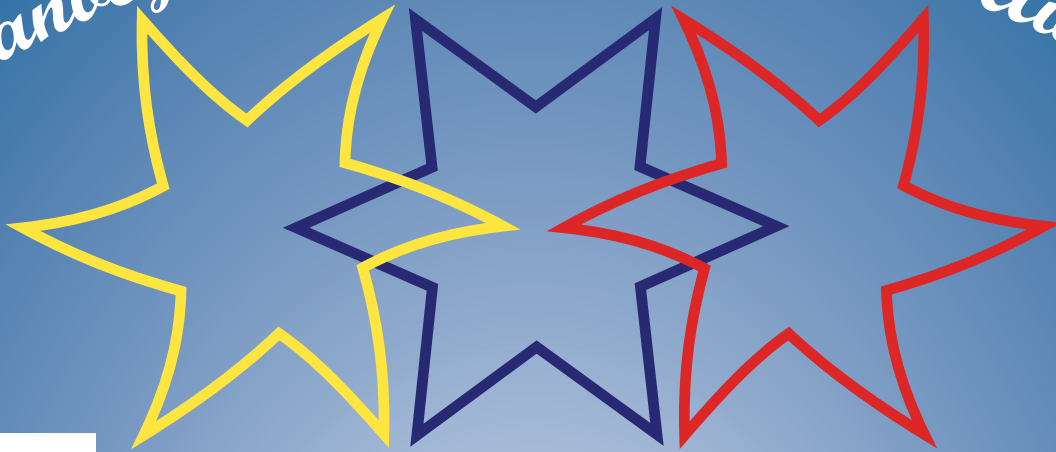


# *Queanbeyan Business Excellence Awards*



*Recognising Queanbeyan's best and brightest*



# **Nomination pack**

# Introducing our sponsors . . .

Like many events, the Queanbeyan Business Excellence Awards would not be possible without the support of our sponsors.



**BAKER DEANE & NUTT**

**LYDO Developments Pty Ltd**

Building tomorrow today



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# Chairman's message

Welcome to the nomination pack for the inaugural Queanbeyan Business Excellence Awards.

I am very pleased to be involved in the development of the Business Excellence Awards which have the strong support of the Queanbeyan Business Council, Capital Region BEC and Queanbeyan City Council.

The development of these Awards is an exciting step forward for the Queanbeyan business community and I encourage all Queanbeyan businesses to put together an application for one of the awards on offer.

Queanbeyan has some amazing businesses that up until now have not received the praise and recognition they deserve.

A working committee has put a lot of hard work and thought into the development of these awards and now we need you - the businesses - to come to the party to ensure this awards night is a success and continues to grow into the future.

We have secured a number of sponsors to help fund the awards night which will be held on Saturday 10 September 2011 in the foyer of The Q.

There will be seven awards up for grabs on the night, including;

1. Retail, wholesale and distribution
2. Tourism, hospitality, events
3. Construction, manufacturing processing
4. Trades, professions and services
5. ICT and multimedia
6. Capital Region BEC microbusiness
7. Business of the Year

Businesses located within the boundaries of the Queanbeyan Local Government Area are encouraged to submit an entry for a relevant award. Should you require any help or information regarding your submission contact the phone number on the back of this nomination pack.

Nominations must be submitted by 31 July 2011 and submissions must be received by 15 August, so get cracking to ensure you meet the deadlines.

I look forward seeing you at the gala presentation evening in September.

Good luck and best wishes.



**Sue Whelan**  
Chairman of the Queanbeyan  
Business Excellence Awards Committee

# How to use this pack

This Nomination Pack contains everything that is required by Queanbeyan businesses wishing to take part in the 2011 Queanbeyan Business Excellence Awards.

Businesses entering the awards are required read the entire booklet thoroughly and follow the relevant instructions.

## Marketing summary

Businesses entering the 2011 Queanbeyan Business Excellence Awards are to provide a 100 word marketing description about their business which may be used in relation to editorial/advertising purposes for the 2011 Queanbeyan Business Excellence Awards.

**Nominees are strongly encouraged to make themselves familiar with the conditions of entry and awards timeline.**

In addition the following information relating to the written submission (entry) is detailed:

- The submission's cover page (entrants will need to complete and attach one of these to each of their entries).
- The submission's questions (the questions you are required to answer as part of your entry).
- A timeline of the key dates (entrants are urged to familiarise themselves with these dates before they begin the entry process).
- A checklist for entrants is provided.

## Benefits of entering

All entrants who complete the application process will be provided with a one-hour **FREE** consultation from the Capital Region Business Advisor who will review their business practices.

Also all applicants will be put into a draw to win a 12-month membership of the Queanbeyan Business Council and the Capital Region BEC.

By entering the 2011 Queanbeyan Business Excellence Awards your business gets the opportunity to take a much closer look at its business practices, analysing strengths and weaknesses and to plan for future growth in a strategic manner.

Local businesses that enter the 2011 Queanbeyan Business Excellence Awards will benefit in many ways:

- Receive exposure and publicity for their business across a number of media outlets.
- Opportunity to increase sales and marketing.
- Greater networking opportunities.
- The opportunity to highlight their business success.
- To have their business achievements recognised.
- The opportunity to review their business practices.
- Increased staff moral and highlighting the business as an employer of choice.

# Who can enter?

Applications to the Queanbeyan Business Excellence Awards will be accepted only from businesses who are operating and geographically located within the Queanbeyan Local Government Area.

Clubs, NFP (Not-For-Profit) organisations and government funded agencies are not eligible to apply for the awards.

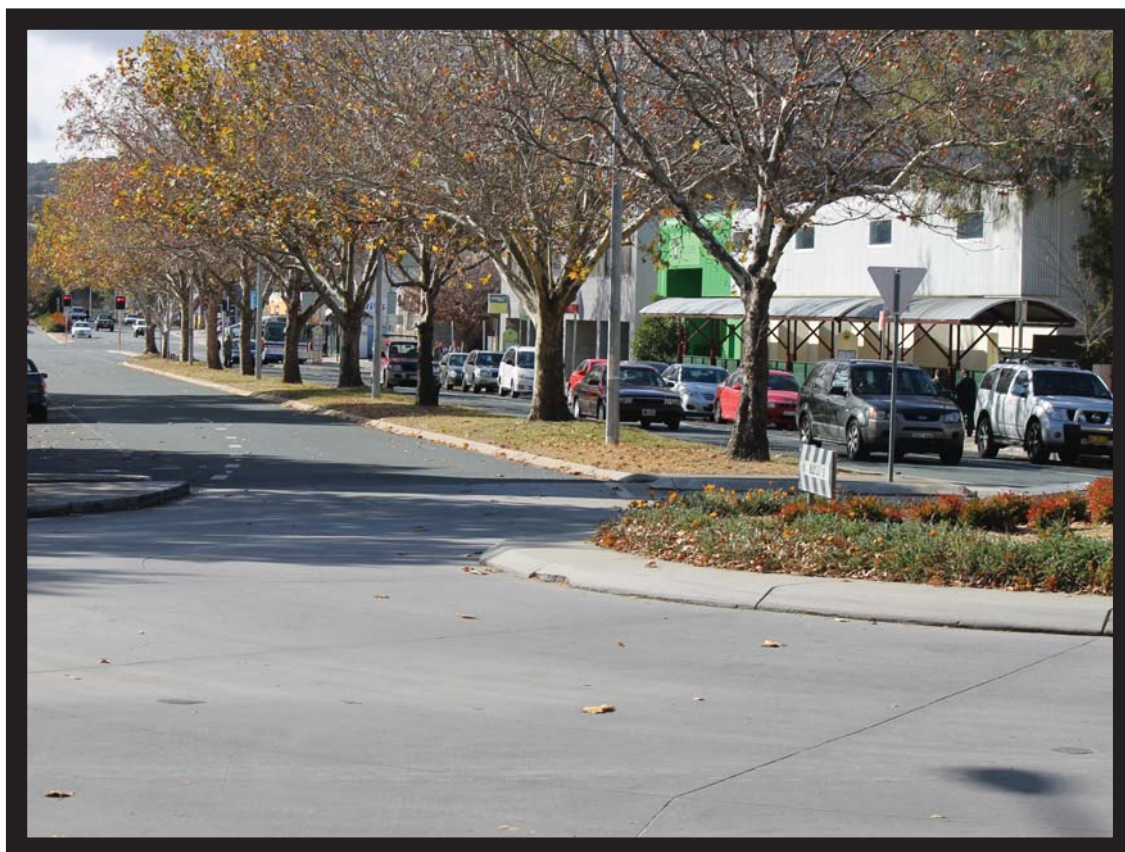
## Entry process

Nomination forms are to be completed either by the nominating business or by another business or individual. Once a nomination form has been received by the Awards Coordinator, a letter will be sent to the nominated business inviting them to complete their written submission (Business Excellence Awards Entry).

The submission questionnaire in this Nomination Pack details what needs to be included in the written submission.

Submissions must be received by the Awards Coordinator no later than close of business 15 August 2011. Important dates to remember are set out below:

1. Invitations to nominate for the Business Excellence Awards open 3 June 2011
2. Receipt of nominations close 31 July 2011
3. Written submissions deadline 15 August 2011
4. Winners announced at the gala function Saturday 10 September 2011 at The Q.



# Award classifications and categories

1. Retail, wholesale and distribution
2. Tourism, hospitality, events
3. Construction, manufacturing processing
4. Trades, professions and services
5. ICT and multimedia
6. Capital Region BEC microbusiness
7. Business of the Year



# Submission format guidelines

Please take note of the following presentation specifications.

## **Page size**

A4

## **Font**

All font (questions, answers, captions, tables) must be no smaller than 11 point Times New Roman or Arial.

## **Format**

All text should be 1 ½ vvvvv spacing (Microsoft Word) or equivalent and all pages should be numbered.

## **Layout**

State the question then your answer in the order they appear in this Nomination Pack. The use of bullet points is strongly encouraged when answering questions.

## **Pages**

The main document must have no more than 20 printed pages (single sided) or 10 pages (double sided) including text, graphs and images. Note this does not include the cover page or table of contents.

If including any brochures, manuals or information booklets as examples of your business, these must be placed within a plastic sleeve attached to the submission and must not exceed four pages.

## **Binding**

The document and supporting documentation should be bound. For example in an A4 ring binder, wire/plastic spine binding or book style staple binding.

# Queanbeyan Business Excellence Awards



## Submission cover page

Please complete the following and attach a copy to the front of each of the three copies of your submission

Business name: \_\_\_\_\_

Contact person: \_\_\_\_\_

Business telephone: \_\_\_\_\_

Business email: \_\_\_\_\_

Business address (physical location of business): \_\_\_\_\_

Business address (postal): \_\_\_\_\_

Award category: \_\_\_\_\_

### Please complete the following information

How many pages does this submission contain? ..... (single/double sided)

The submission contains .....supporting documents

This submission contains a growth indicator as to how well the business is operating in today's market place. **Y / N**

The submission was prepared by

Name: \_\_\_\_\_ Date: \_\_\_\_\_

I: \_\_\_\_\_ of: \_\_\_\_\_

I have read and agree to the terms and conditions of the 2011 Business Excellence Awards. I accept that my submission and supporting material will not be returned to me (unless specifically requested by myself).

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

# Submission questions

The following questions form the basis of your application. Please respond to each of the questions and address them in the order that they appear.

If a question or an aspect of a question does not relate to your business practices, please include the question in your submission adding a brief statement that this does not apply in your case.

## 1. Executive summary/business background

- Provide a general overview of the nature and history of your operation and eligibility for this category (max length 1 page).

## 2. Product or service

- Briefly describe your product/service or mix and how it sets your business apart from competitors.
- What special experience do you offer that makes your business distinctive?
- What services/facilities do you offer to enhance customer/client experience?

## 3. Business planning

- Describe the key features of your business plan, for example goals, strategies and outcomes.
- Describe how your business measures productivity and/or business success.
- Demonstrate your financial viability. If your business has not grown explain why.
- Describe risk issues you have identified for your business and specific risk mitigation strategies.
- Demonstrate your involvement in and contribution to the development of your industry.

## 4. Marketing

- Describe your target markets and why.
- Describe your marketing strategies for each target market and detail the success and outcomes of those strategies.
- How do you use your distinctive difference to attract your target markets?
- Demonstrate how customers/clients are provided with an accurate and responsible depiction of what to expect from the product/service.

## 5. Customer service and professional development

- Explain how you achieve and maintain quality customer service throughout your organisation.
- Explain how you identify and provide for customers and staff with specific needs.
- Explain how you identify and determine professional needs and describe the training skills and development programs undertaken.

## 6. Sustainability and innovation

- Describe and demonstrate your commitment to environmental sustainability.
- Describe how your business benefits and respects the regional economy, its community values and culture.
- Describe any innovations that have taken place during the qualifying period to improve your business and specific benefits achieved.

# Key dates in the Business Excellence Award process

Entrants are encouraged to familiarise themselves with the following important dates as no extensions will be given for any reason.

3 June 2011	Nominations open and early bird tickets go on sale
31 July 2011	Nominations close
15 August 2011	Submissions close
15 August 2011	Early bird tickets close
2 September 2011	Ticket sales close
10 September 2011	Awards night - winners announced

## Entry checklist

1. Determine if you are eligible to apply (read and agree to the Conditions of Entry).
2. Familiarise yourself with the key dates.
3. Complete a nomination form (one per category entered) and return to QBEA Coordinator by 31 July 2011.
4. Complete a submission in line with the required format. Ensure the Selection Criteria is met for the category you are entering.
5. Include up to 4 x A4 pages of supporting material with your submission in the form of brochures, advertisements, customer testimonials, business plans etc.
6. Complete the submission cover page (**Page 9**) and attach one to each of the three copies for the submission.
7. Forward three copies of your completed submission including three cover pages and supporting materials to QBEA Coordinator no later than close of business 15 August 2011.
8. Submit by close of business 15 August 2011 via email to [deirdre.mitchell@callaghans.com.au](mailto:deirdre.mitchell@callaghans.com.au) the following details:
  - a. Your company logo (jpg format).
  - b. Three digital photos that reflect your business. These could be your place of business, staff or products. Photos need to be in jpg format, at minimum size of 500kb each. Most cameras will be able to produce these as 'best picture settings'. Photos will be used in promotion for your business. An introductory paragraph (no more than 150 words) that sums up your business philosophy/vision.
  - c. Please include all three items on the one email and in the subject of the email put the name of your business and the category(ies) you are entering.

# Conditions of entry

1. Entrants must be businesses with a registered business premise within the Queanbeyan Local Government Area and that such businesses must have an ABN.
2. Entrants must have been in operation for the qualifying period of 1 July 2010 to 30 June 2011 or in operation for 12 months at the time of entry into these awards. If you are unsure about this please contact the QBEA Coordinator for clarification.
3. Businesses may enter into more than one category (if eligible) however, they must submit a separate nomination form and submission for each category.
4. With the prior agreement of the entrant, submissions will only be available for viewing by members of the judging panel and QBEA Coordinator.
5. The QBEA Coordinators and Judges have the authority to place entrants into categories that they think best reflects the business practices without the prior approval of entrants.
6. Entries will not be returned unless specifically requested.
7. Submission Cover Pages must be completed and signed for the entry to be valid.
8. Entrants may enlist the help of a third party to assist with the writing and compiling of their entry submission.
9. The QBEA Organising Committee has the option to feature selected entrants in promotional activities.
10. Entrants must have read and agreed to all entry guidelines and conditions of entry.
11. The judge's decision is final and no correspondence will be entered into
12. By entering the Queanbeyan Business Excellence Awards competition you authorise the use and or reproduction of images / description in relation to any editorial / advertising or publicity purposes initiated in conjunction with the Queanbeyan Business Excellence Awards.
13. Any slides, negatives, photos and videos must be copies / duplicates and not originals.
14. By entering the Queanbeyan Business Excellence Awards you authorise your contact details to be supplied to agencies on behalf of award organisers for promotional purposes.
15. Under no circumstances will judges or mentors be held responsible for any comment, view point or expression whether expressed or implied, concerning the standard or quality of an entrants' submission. By signing the submission cover page you agree not to bring a claim against any judge or any members of the BEA Organising Committee or their respective agencies in relation to feedback on your submission.
16. Possible site visit by the judges may occur on completion of the assessment of the written submission to evaluate the following
  - i. overall standard of physical appearance of the business,
  - ii. quality of service, product and professionalism of staff and management,
  - iii. linking of written submission to the business presentation, including safety, risk management, environmental impact and access.

## Tips to help you complete your submission

- Tip 1** Don't undersell your business. Refer to any examples of excellence or outstanding achievement in your submission.
- Tip 2** Answer all parts of the question. Go back and review your answer. Ask a work colleague or friend to review your submission.
- Tip 3** Follow the rules of entry, ie. provide two extra copies along with your official entry submission and images of your business.
- Tip 4** Substantiate your claims, provide proof which could be in the form of images, testimonials from clients, etc.
- Tip 5** Be accurate and be factual.

# Queanbeyan Business Excellence Awards



Recognising Queanbeyan's best and brightest



## Queanbeyan Business Excellence Awards Nomination Form

The proposer:

Your name: \_\_\_\_\_ Phone: \_\_\_\_\_

Email: \_\_\_\_\_

The nominee:

Business name: \_\_\_\_\_ Owner/Manager: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Business postal address: \_\_\_\_\_

Street address: \_\_\_\_\_

Award categories: (select which award is being entered)

- Retail, wholesale and distribution:** Open to businesses of any size that operate in these sectors.
- Tourism, hospitality, events:** Open to businesses of any size that operate in these sectors.
- Construction, manufacturing processing and resources:** Open to businesses of any size that operate in these sectors.
- Trades, professions and services:** Open to businesses of any size that operate in these sectors
- ICT and multimedia:** Open to businesses of any size that operate in these sectors
- Capital, Region BEC microbusiness:** Open to businesses that have used the Capital Region Business Enterprise Centre to start or grow their business
- Business of the Year Award**

Please return completed form no later than close of business 15 August 2011 to:

QBE Awards Coordinator  
1 Farrer Place Queanbeyan NSW 2620  
Ph: 6297 4411  
Email: deirdre.mitchell@callaghans.com.au



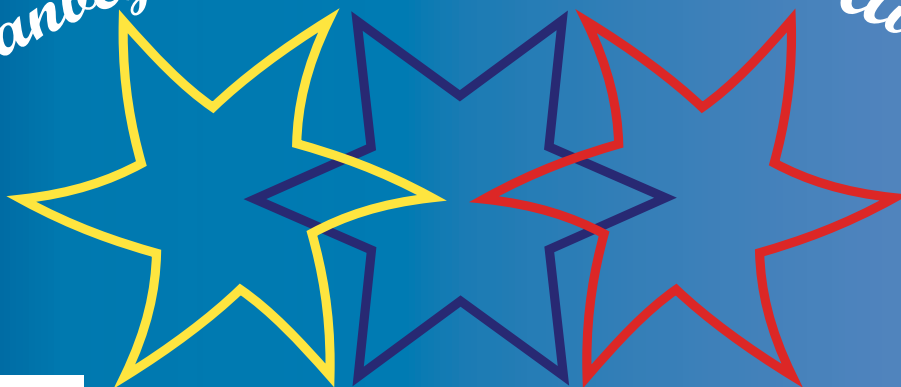
## Queanbeyan Business Excellence Awards Nomination Pack

**Ph:** 6297 4411

**Email:** [deirdre.mitchell@callaghans.com.au](mailto:deirdre.mitchell@callaghans.com.au)

**Web:** [www.qcc.nsw.gov.au](http://www.qcc.nsw.gov.au)

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