



2011 Canberra and Capital Region Tourism Awards

Category questions

9. VISITOR INFORMATION AND SERVICES

This category is open to Visitor Information Centres, Regional Tourist Associations and Regional Tourism Organisations to recognise their integrated focus on the provision of services to the visitor e.g. reservation service, information delivery etc. This category is not designed for specific marketing and promotion campaigns.

Important note:

- *The numbers after each sub-question refer to the judges' weighting.*

Important reminders:

- *Entrants must ensure their answers refer specifically to the product and category they are entering.*
- *Entrants are encouraged to answer questions to highlight participation in tourism-related accreditation programs.*

Tip for all questions:

- *Prior to using an acronym, please state phrase or name in full followed by the acronym in brackets.*

Question 1. Product (20 points)

- a) Provide a general overview of the nature and history of your business. You must demonstrate your eligibility for entry in this category as outlined in the descriptor above. (5)
- b) Describe your services and facilities and explain how you contribute to the general tourism experience for consumers in your region, state, or nationally. (5)
- c) Describe how your services and facilities assist the local tourism industry in your region/destination. (5)
- d) What services do you offer to set you apart from other visitor services providers? (5)

TIP: Part a) Consider stating where you are located geographically (perhaps include a map shot) and including a picture to help judges visualise your Visitor Information Service/s.

Question 2. Business Plans (20 points)

- a) Describe the key features of your business plan for example goals, strategies and outcomes. (10)
- b) Describe the risk issues you have identified for your business and summarise the risk mitigation strategies you have put in place. (4)
- c) Demonstrate your involvement in, and contribution to, the tourism industry. Explain how it contributes to the success of your business and the tourism industry as a whole. (6)

TIPS: Part a) Consider including marketing, product development, human resources, budget, financial performance and operational matters as part of your answer.

Part b) Risk management relates to all parts of your business including risk to the visiting public, specific business-related risk and Occupational Health and Safety. Consider using a practical example or detail an incident and outcome to prove how your risk management strategy works. Also consider displaying information in a matrix form and identifying levels of risk.

Part c) Demonstrate your involvement at local, state and/or national level. Examples could include cooperation with local and state tourism authorities, tourism accreditation, active membership of industry associations, leadership in industry forums, involvement in trade shows etc.

Question 3. Marketing (20 points)

- a) Who are your target markets and how did you identify them? (6)
- b) Describe the marketing strategies used to attract each target market and detail the success/outcomes of those strategies. (6)
- c) What is your distinctive difference and how do you promote it to attract each of your target markets? (4)
- d) Demonstrate how potential visitors are provided with an accurate and responsible depiction of what to expect from the experience/product. (4)

TIPS: Consider all arms of marketing (e.g. sales, advertising, public relations, word of mouth and e-marketing) where appropriate. Your objective should be to demonstrate a clear plan supported by market research and the results achieved.

Part a) Explain what research you used to identify them.

Part b) Displaying your target markets, strategies and outcomes in a table format is recommended. Ideally there should be a strategy and outcome described for each target market listed in your answer to part a). Consider all elements of marketing (e.g. digital, mobile, social networking, sales, advertising, PR and word of mouth) where appropriate. Your objective should be to demonstrate a clear plan supported by market research and the results achieved. You should also discuss any changes implemented in your business based on the results, where appropriate.

Part d) relates to your marketing material e.g. brochures, flyers, advertising, website etc. and keeping them up to date.

Question 4. Customer Service and Professional Development (20 points)

- a) Explain how you achieve and maintain quality customer service throughout your organisation. (8)
- b) How do you identify and provide for people with specific needs? (4)
- c) State the number of people working in the business and explain how you identify and determine professional development needs. (4)
- d) Describe the range of training/skill development programs undertaken for both your staff and the local industry. (4)

TIPS: Part a) Consider how you stay abreast of industry developments. Other points to consider could include your repeat business strategy, feedback collection and changes implemented based on feedback.

Part b) Specific needs could include language, physical, intellectual, dietary and other special needs e.g. groups, special interest etc.

Part c) You should consider fulltime, part-time, casual and volunteers.

Part d) Points to consider could include the objective of staff/self training/skill development programs, how they were measured, the extent of uptake and outcomes for the business.

Question 5. Sustainability and Innovation (20 points)

- a) Describe and demonstrate your commitment to environmental sustainability. (7)
- b) Describe how your business benefits and respects the local community values and culture. (7)
- c) Describe any innovations that have taken place during the qualifying period to improve your business and the specific benefits achieved. (6)

TIPS: Part a) This could include energy and water conservation, building design and location, waste management, recycling, tree planting, engaging environmentally sensitive procedures and accreditation programs.

Part b) Benefits to the local community could include apprenticeships, in-kind contributions, employment of local residents, partnerships with community-based organisations etc. The use of local products and services could include food and beverage suppliers, service providers, tradespeople, and local building material. If local products and services are not available, briefly explain.

Part c) Include innovations which have taken place to improve your visitor experience, infrastructure development, new marketing ideas or sales activities. Innovations do not include routine maintenance and repairs.

Total score: 100 points. Site inspection further 20 points.