# **City of Wanneroo Business Awards 2023 Entry Template**

This document sets out the questions you need to answer for each part of your awards submission. Prepare your answers to each question in this Word document, and once you are happy with your entry, copy and paste into the online submission form here: <https://awards.wba.asn.au/nominate/>

**Entries strictly close at midday on Monday 2 October 2023**

Ensure that you:

1. Read the **Submission** **Guidelines** document, which includes eligibility, entry deadline, judging criteria, guidelines of entry, useful tips, and terms & conditions. Available at: <https://awards.wba.asn.au/guidelines-for-entry/>
2. Complete **all questions** in the **Standard Criteria** section (outlined below).
3. Answer the question for your chosen award/s (maximum of three categories) in the **Award Category Specific Criteria** section (outlined below).
4. OPTIONAL. Answer the question for your nomination for ‘Employee of the Year’ and/or ‘Trainee/Apprentice of the Year’ and/or ‘Çity of Wanneroo Business Leader of the Year’ in the **Award Category Specific Criteria** section (outlined below).
5. Upload your business logo and team, product, or promotional photograph upon submission.

Standard Criteria

# Business Introduction (400 words)

* What does your business do?

*In this section, you should introduce your business (e.g. where your business is located, description of your products/services, where your products/services are available, how long your business has been in operation, who your customers are).*

# Business Operations (400 words)

* How do you do business?

*In this section, you should explain how the business operates (e.g. number of employees, the business structure, how business development and marketing are carried out, how you engage with your customer/s, and your key business values, your vision/mission statement).*

# Business Performance (400 words)

* How does your business perform?

*In this section, you should explain how the business has performed over the last 12 months and your key plans for the next 12 months.*

Award Category Specific Criteria

# Best Business: Owner-Operator (800 words)

*Recognises outstanding achievement of an individual running a business, employing no staff.*

* Explain what it is like running a business on your own and what makes you the Best Business: Owner-Operator.

# Best Business: 1 - 5 employees (800 words)

*Recognises outstanding achievement of a business with 1-5 employees (inclusive).*

* Describe how your business has grown to employ 1-5 employees and what makes you the Best Business: 1-5 employees.

# Best Business: 6 - 14 employees (800 words)

*Recognises outstanding achievement of a business with between 6 and 14 employees (inclusive).*

* Describe how the business has grown to employ between 6 - 14 employees and what makes you the Best Business: 6-14 employees.

# Best Business: 15+ employees (800 words)

*Recognises outstanding achievement of a business with 15 or more employees.*

* Describe how the business has grown to employ 15+ employees and what makes you the Best Business: 15+ employees.

# Best Business: Start Up (800 words)

*Recognises achievements of a business that has been trading for less than two years.*

* Share why you decided to start the business and what makes your business the Best Business: Start Up.

# Innovation Excellence (800 words)

*Recognises development of a unique concept, service, product, or way of doing business.*

* Explain what make your business the most innovative business (e.g. examples of recent innovation in services, products and/or operations, how this innovation has impacted the market, any outcomes achieved).

# Technology Excellence (800 words)

*Recognises a business achieving excellence through the use of software, systems or technology to enhance any aspect of business.*

* Explain how the business is using software, systems, or technology to improve performance (e.g. example situations of where technology has provided opportunities and/or assisted the business overcome challenges).

# Customer Service Excellence (800 words)

*Recognises a business delivering outstanding customer service.*

* Explain how the business provides excellent customer experiences (e.g. example situations of where the business has gone above and beyond for a customer, how the business continually reviews, monitors and improves customer service).

# Community Engagement Excellence (800 words)

*Recognises a business, charity, NFP or individual for their outstanding community engagement.*

* Explain how the business provides excellent community engagement (e.g. example situations of how the business has gone above and beyond for the community, what value the business brings to the community).

# Tourism Excellence (800 words)

*Celebrates outstanding destinations, events, experiences, and attractions in the City of Wanneroo. This can also include an event or series of events.*

* Explain how the business provides an outstanding destination, event, experience, or attraction in City of Wanneroo (e.g. example situations of how the business has provided high quality visitor experience; how the visitor experience has been integrated into all applicable areas of the business such as staff training, rewards, policies and operations; what value the business brings to the local community and broader visitor economy; commitment to tourism excellence, i.e. awards, accolades, and external recognition).

# Trainee/Apprentice of the Year (800 words)

*Recognises a trainee or apprentice who shows outstanding service to business.*

* Explain why the nominee deserves to be Trainee/Apprentice of the Year (e.g. attitude and commitment to the success of the business, commitment to customer service (internal and external customers), competency at their job, commitment to furthering their job skills, how nominee demonstrates value and promotes vision of the business).

# Employee of the Year (800 words)

*Recognises an employee who shows outstanding service to business.*

* Explain why the nominee deserves to be Employee of the Year (e.g. attitude and commitment to the success of the business, commitment to customer service (internal and external customers), competency at their job, commitment to furthering their job skills, how nominee demonstrates value and promotes vision of the business).

# Business Leader of the Year (800 words)

*Recognises a manager, owner, supervisor, or team leader demonstrating leadership excellence (business must be based in the City of Wanneroo or the nominee must be a City of Wanneroo resident).*

* Explain why the nominee deserves to be City of Wanneroo Business Leader of the Year (e.g. what leadership role does the nominee hold, how has the nominee’s leadership skills contributed to the success of the business, the nominee’s competency at their job, the nominee's commitment to furthering their leadership skills, example situation/s where the nominee has demonstrated excellent leadership).