

Tamworth and District Chamber of Commerce and Industry
Quality Business Awards 2010
presented by 360 Fitness Club

Categories 2010

1. Excellence in Small Business Growth

Awarded for significant growth whether in the marketplace, increase in sales and / or productivity

Criteria*: Increase in market share growth, Increase in sales and / or productivity

Open to: This award would include businesses which might have: seen significant growth in the marketplace, increased in profitability, increased in productivity, changed direction to meet market needs and can provide specific strategies / processes implemented to achieve this

2. Excellence in Innovation

Awarded for successful implementation of an innovation that meets customer needs in a superior way

Criteria*: New product/service, Managing Innovations, Competitive Advantage

Open to: Businesses which might have New products or services or business offerings, Transformations in production or business processes or in work or people organisation, Application of a new technology or imaginative new uses of existing technology, Innovation(s) resulting in new competitiveness capabilities, Excellence in managing innovations in the workplace

3. Excellence in Export Award

Awarded for successful exporting; supporting a strong reputation for Australian products and services in international markets

Criteria*: Export Marketing strategy, Export Market presence, Export sales

Open to: Businesses which have an innovative export marketing strategy, Growth through export sales, Expansion into new markets, Export sales etc

4. Excellence in Community Involvement / Service

Awarded for positively contributing to the local community, being a good corporate citizen

Criteria*: Community Presence, Community Support Initiatives

Open to: Businesses which have given something back into the community, have programs that skill and train the community, programs initiated by people or business within the local community, put in place to deliver Community benefits, Implementing innovative ways to help the local community to be a better place to do business

Note: excludes charities, government departments or businesses where community involvement is core to organisation.

5. Excellence in Environmental Commitment Award

Awarded for commitment to the preservation and protection of the environment through implementation of environmentally sustainable practices

Criteria*: Environmental Products/Services, Environmental strategies

Open to: Businesses which may have designed 'greener' products and services, Implementing effective ways of significantly improving the efficiency of an organisations energy, water and waste management, Implementing HR strategies to motivate and encourage managers and employees to initiate and manage greener practices

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6. Employer of Choice

Awarded for creating a workplace environment which has a positive impact on both employees and the organisation as a whole

Criteria*: Community Relations Practices, Recruitment and Selection, Training and Development, Performance Management, Employment Relations Practices

Open to: all businesses which are developing people to be part of our business community

7. Excellence in Accommodation

Awarded for provision of an outstanding accommodation experience

Criteria*: Business Presentation, Staff Presentation, Customer Service, Telephone Manner, Overall Customer Experience

Open to: All accommodation providers

8. Excellence in Cafe Culture / Convenience Food

Awarded for outstanding customer service in the provision of affordable and convenient meals and / or refreshments

Criteria*: Business Presentation, Staff Presentation, Customer Service, Overall Customer Experience

Open to: Establishments providing light refreshments which may include hot and cold beverages, pre-prepared hot and cold dishes, and/or sweets/desserts such as cafes, coffee shops, fast food outlets etc

9. Excellence in Employment, Education and Training

Awarded for the excellent provision of employment, education or training opportunities: encouraging and providing learning and development in our region, or encouraging and assisting people find employment in our region

Criteria*: Business Presentation, Staff Presentation, Overall Customer Experience

Open to: Employment agencies, training agencies, education organisations such as schools, TAFE etc

10. Excellence in Health and Wellbeing

Awarded for providing excellent services which promote / assist the health and wellbeing of our local community

Criteria*: Business Presentation, Staff Presentation, Customer Service, Overall Customer Experience

Open to: health and allied services e.g. pharmacies, optometrists, physiotherapy, occupational therapy, nursing care, vet clinics, HNEAHS departments, weight loss centres, gyms, workplace health and safety services, health related charities/non profit organisation (eg WRHS, Cancer Council, Challenge Disability Services) etc

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11. Excellence in Hair and/or Beauty

Awarded for an excellent standard of customer service in the area of hair and/ or beauty

Criteria*: Business Presentation, Staff Presentation, Customer Service, Telephone Manner, Overall Customer Experience

Open to: hairdressers, beauty therapists, day spas, nail bars, barbers, etc

12. Excellence in Manufacturing / Construction

Awarded for an excellent standard of customer service in the area of manufacturing or construction

Criteria*: Business Presentation, Staff Presentation, Customer Service, Telephone Manner, Overall Customer Experience

Open to: Residential and Commercial builders, manufacturers of food products, design and drafting, metal fabrication/engineering, suppliers to the construction industry – windows, doors, blinds, awnings etc, garages, signage, fencing etc

13. Excellence in Motor Transport Sales/Service

Awarded for providing an outstanding level of customer service in the sales or servicing of motor vehicles

Criteria*: Business Presentation, Staff Presentation, Customer Service, Overall Customer Experience

Open to: sales or service of any motor transport

14. Excellence in Professional Services

Awarded for providing an outstanding level of customer service in the area of professional services

Criteria*: Business Presentation, Staff Presentation, Customer Service and Delivery, Telephone Manner, Overall Customer Experience

Open to: Providers of Professional Services such as Solicitors, Financial Institutions, banks, Real Estate, Secretarial Services, IT Services, tax agents, accountants etc

15. Outstanding Pub / Club

Awarded for excellent customer service, and outstanding pub/club experience

Criteria*: Business Presentation, Staff Presentation, Customer Service and Delivery, Overall Customer Experience

Open to: business houses that have liquor licence and serve alcohol to patrons on premises (does not include restaurants)

16. Outstanding Restaurant

Awarded for an outstanding restaurant / dining experience

Criteria*: Business Presentation, Staff Presentation, Customer Service and Delivery, Telephone Manner, Overall Customer Experience

Open to: Establishments which undertake to provide formal, structured dining experience

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17. Excellence in Retail (SME)

Awarded to retail outlets with 1-10 employees for excellent customer service

Criteria*: Business Presentation, Staff Presentation, Customer Service, Overall Customer Experience

Open to: fashion outlets, computer stores, nursery, general stores, uniform stores, pet shop, rugs, fruit store, toy stores etc with no more than 10 employees

18. Excellence in Retail (Large)

Awarded to retail outlets with more than 11 employees for excellent customer service

Criteria*: Business Presentation, Staff Presentation, Customer Service, Overall Customer Experience

Open to: butchers, supermarkets, electrical retail, tile houses, carpet, photography development etc that have 11 or more employees

19. Excellence in Rural Industry

Awarded for outstanding contribution to the rural industry

Criteria*: Promoting Rural Industry Initiatives, and production

Open to: agriculture, forestry, fishery, abattoirs, farriers, farmers, graziers, animal shelters, studs, etc

20. Excellence in Service & Trade

Awarded for excellent customer service in the area of service or trade

Criteria*: Business Presentation, Staff Presentation, Customer Service, Telephone Manner, Overall Customer Experience

Open to: security services, tyre suppliers, courier services, vehicle detailers, refrigeration/air-conditioning services, storage units, plumbers, electricians, contract services, roofing, television reception, etc

21. Excellence in Media and Entertainment

Awarded for outstanding service in the field of media or entertainment

Criteria*: Staff Presentation, Customer Service, Telephone Manner, Product/Service Delivery, Overall Customer Experience

Open to: broadcasters, press, bands, theatres, etc

22. Excellence in Tourism and Sport

Awarded for implementing successful strategies which attract visitors to our region and therefore promotes the Tamworth Region in a positive light

Criteria*: Business/Staff Presentation, Promoting our Region Initiatives, Customer Service, Telephone Manner, Overall Customer Experience

Open to: tourist services, sports precincts, tourism operators, etc

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23. Defence Reserves Support Award

Awarded at the discretion of the Defence Reserves Support Council for excellent support of the Defence Reserves

24. Tamworth & District Chamber Best Business - Regional Award

Awarded at the discretion of the Chamber Board for excellent customer service by a business in one of the regional areas of Tamworth that have been nominated

Open to: Any business category whose principal place of business is located in one of the TRC communities outside of the Tamworth City (i.e.: small townships of Barraba, Kootingal, Manilla and Nundle, the villages of Attunga, Bendemeer, Dungowan, Duri, Moonbi, Somerton, Woolbrook and Woolomin)

25. Tamworth Chamber of Commerce Business of the Year Award (SME)

Awarded at the discretion of the Chamber Board for all round excellence

Open to: All small / medium sized businesses in the Tamworth Region that have been nominated

26. Tamworth Chamber of Commerce Business of the Year Award (Large)

Awarded at the discretion of the Chamber Board for all round excellence

Open to: All large businesses in the Tamworth Region that have been nominated

27. Noel Park Award

Awarded by the Chamber Board, to a member of our business community who has made a significant contribution to employment and business development in the Tamworth Region

Open to: Board nominations only