

*The Northern Star
Lismore Business Excellence Awards*

2013 Nomination Pack



Are You The Lismore Business of the Year?

NOMINATE NOW!

Business Excellence Award Categories

The Category structure provides a broad range of business. The following is a brief summary of the types of Businesses that are included in each category. They are a guide only and entrants nominate for the appropriate category.

1. New Business of the Year

This category is open to any business trading for a period of less than 2 years as at **30th June 2013**. The New Business will exhibit economic sustainability by growth in sales, services and/or growth in the number of individuals served and/or expanded programs and services. The entrant should also demonstrate a commitment to ethical business practices, a commitment to employee support and development.

2. Retail Business of the Year

This category is open to shop-front retail sales businesses such as clothing stores, book stores, home ware stores, furniture stores and travel shops. The winning retailer will be able to demonstrate knowledgeable service and a real understanding of both their product areas and their customers' needs. The winner of this category will have a market position and an outstanding business performance including their customer service. This category will be judged by mystery shopper.

3. Professional Business of the Year

This category is open to consultants, lawyers, accountants, financial services, doctors, podiatrists, veterinarians, real estate, marketing, engineering and management, human resources/ recruitment, public relations, and event management businesses. This award will be presented to a company that has demonstrated outstanding service and whose achievements have aided a particular establishment, group or area in their professional field.

4. Tourism & Hospitality Business of the Year

This category recognises the quality and diversity of products and services which attract and support visitors to not only the Lismore District but the entire Northern Rivers region. Motels, B & B s, resorts, tourist offices, hotels, tour operators, art galleries, museums, outdoor adventure sports, caravan and tourist pack operators, travel agents, transport provider, as well as our diverse and unique range of restaurants, cafes and eateries.

5. Home Based Business of the Year

This category is open to businesses across all industries and sectors. This rapidly growing group is often under-promoted in the business community. This Award recognises the entrepreneurial nature of home based business operators in creating a product or service that meets their own lifestyle needs as well as providing flexibility and a "personal edge" for their customers.

6. Industrial and Manufacturing Business of the Year

This category is open to production, manufacturing, wholesale, transport, builders, construction companies and trades suppliers. This Award will single out a company that demonstrates excellence in its operations. Eligible companies will demonstrate how they are embracing today's challenges and overcoming hurdles to remain competitive. They will also illustrate a strong commitment to their workforce.

7. Technology & Innovation Business of the Year

This category recognises extraordinary innovation in the use of technology. The Business must have utilized an innovative and creative approach to integrate leading-edge technology into their business. The use of the technology must have a significant impact on the company's business plan

8. People's Choice Award of the Year

This particular Award is open to all entrants of The Lismore Business Excellence Awards and is based on the belief that customers, staff, suppliers and colleagues are great judges of a business's service, values, innovation and strength.

This category will be awarded by votes tallied.

9. Business of the Year

The Business of the Year Award aims to recognise the very best from across our region. The winning business, through its outstanding achievements, will highlight the Lismore Region as a destination of choice for business. All businesses are eligible, regardless of category or industry sector. All finalists from other awards automatically become finalists in this award.

10. Customer Service Award

This category is open to all businesses across all industries and sectors. The Customer Service award recognises organisations that have delivered outstanding customer service through initiatives that demonstrate leadership and commitment to service excellence. This category will be judged by mystery shopper.

11. Green Business Award

This category is open to all Businesses across all industries and sectors. The Green Business award recognises organisations that implement policies and/or execute initiatives that demonstrate leadership and commitment to the enhancement, preservation and protection of the environment.

12. Darcy Goodwin Community Service award

This category is open to all Businesses across all industries and sectors. The Darcy Goodwin Community Service award recognises organisations that implement policies or execute projects that positively impact on the community and generate outcomes that have a long term benefit.



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The Northern Star
Lismore Business Excellence Awards 2013
Entry Form

It's time to nominate for The Northern Star Lismore Business Excellence Awards. Businesses are encouraged to nominate themselves or members of the public can nominate the business of their choice.

Business Name:.....

Contact:

Address:

Phone:.....Fax:Mobile:.....

Email:

Signature:.....Date:.....

Category:.....

Business Excellence Award Categories:

Mystery Shopping Categories: The following awards will be judged by Mystery Shoppers. If nominating for Customer Service Award or Retail Business of the Year, complete this page only of nomination form and return with payment of \$25 to cover the cost of the mystery shoppers.

<input type="checkbox"/> Customer Service Award	<input type="checkbox"/> Retail Business
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A separate entry form must be completed for each category you wish to enter: Finalists will be judged on the quality of information provided in their applications and supporting documentation.

<input type="checkbox"/> Best New Business	<input type="checkbox"/> Tourism & Hospitality Business	<input type="checkbox"/> Industrial & Manufacturing Business
<input type="checkbox"/> Green Business Award	<input type="checkbox"/> Home Based Business	<input type="checkbox"/> Professional Business
<input type="checkbox"/> Technology & Innovation Business	<input type="checkbox"/> Darcy Goodwin Community Service Award	



Confidentiality:

All information provided by entrants is confidential and will not be divulged to any person not directly involved in the Awards Committee or Judging Panel. All members of the Awards Committee and Judging Panel are bound by confidentiality agreements.

2013 Business Excellence Awards Submission Proforma:

Business Name:

Select Category you wish to enter:

<input type="checkbox"/> Best New Business	<input type="checkbox"/> Tourism & Hospitality Business	<input type="checkbox"/> Professional Business
<input type="checkbox"/> Green Business Award	<input type="checkbox"/> Home Based Business	<input type="checkbox"/> Industrial & Manufacturing Business
<input type="checkbox"/> Technology & Innovation Business	<input type="checkbox"/> Darcy Goodwin Community Service Award	

Notes have been included in each criteria area to be used as a guide only, i.e. "The Busy Bee Company".

1. Please provide a brief history of the business(include goals, plans and mission statement if applicable)

The Lismore Busy Bee was established in 1978 and commenced as a small backyard bee company employing just myself and has developed to now employing six people in Hive Lance. Our aim is to provide busy bees with a quality and affordable product in this specialized market and while in pursuit of this giving our clients a great experience.

2. How does the business provide excellence against the *selected category*?

The Lismore Busy Bee Company is a professional Service Organisation which believes it has the sweetest experience for its loyal hard working clients. We have demonstrated excellence through the following:

- Providing a superior product which challenges the senses toward a new experience
- Raising the customers' experience to new heights by.....

3. How is the business providing excellence in *customer service*?

Our customers are our source of inspiration and serving them is the nectar of life which feeds our business. We respect their needs by:

- Providing a warm and comfortable place to do business with our usual stickiness associated with our professional service.
- By listening to their needs in a busy environment.

4. How is the business providing excellence in *staff training*?

The busy bee company is committed to employ bee training and has demonstrated this over the past 7 years by:

- Providing in hive training particularly in customer service procedure by our experience workers.
- Workers attend seminars in other hives – (give dates last 12 months).
- We have employed trainees and apprentices.

5. How is the business providing excellence in *Lismore community involvement*?

- Active and enthusiastic volunteer.
- Sponsor of the Swarmers Sports Club.
- Attach copies of acknowledgment from clubs/societies/schools etc.

6. How is the business providing excellence in *marketing and promotion*?

The Presence of Busy Bee in Lismore provides the sting in the local marketing of the Region and Shire. Business and Tourist acknowledge this is as they swarm into our premises which during the peak season are a hive of activity.

7. How is the business providing excellence in *innovation*?

The Busy Bees is a traditional industry going back a million years and it has been a challenge to be innovative and still retain acceptance from our traditional clients. A recent initiative has been to value add the usual product by experimenting with enhanced customer service and experimenting with new flavors. An example of this is our latest product etc.....

8. How does the business *act responsibly towards the environment* as it applies to your business?

The Busy Bee has demonstrated excellent responsibility towards the environment by leading local hives in areas such as:

- Voluntary recycling of waste products from the hive.
- Sponsoring local flower regeneration programs.
- Limiting exhaust emissions from the hive by....
- Providing easy access to wingless clients etc.....

9. How does the business benefit from their commitment to *workplace safety*?

The Busy Bee Company often visits www.workcover.nsw.gov.au for ideas on safety initiatives and regulations.

Please supply supporting documents (optional)

Please attach any other supporting material such as:

- Marketing Material.
- Commendations from other awards or Professional Associations.
- Statements/Reviews from Customers.
- Acknowledgements from local charities, sporting bodies and Schools etc.

SUBMISSIONS DEADLINE:

******5.00pm – Monday 15th July, 2013******

Personally DELIVER TO:

Lismore Chamber of Commerce
6/114 Keen Street
LISMORE NSW 2480

POST TO:

PO Box 1312
LISMORE, NSW 2480

EMAIL TO:

admin@lismorechamber.com.au

PAYMENTS:

Account name: Lismore Chamber of Commerce Inc
BSB: 012 715
Account Number: 4838 76401
PLEASE USE BUSINESS NAME AS REFERENCE

Lismore Chamber of Commerce is trying to reduce its carbon footprint for this event and entries submitted electronically would be preferred.

**This event would not be possible without the support of our
Gold Sponsors!**

THE Northern Star

