

The ATHOC Annual Awards Program is committed to recognising the excellent talent in the timeshare and holiday ownership industry across Australia.

You now have the opportunity to nominate staff from your organisation in the South Pacific to have the opportunity to win a prestigious industry award that will be presented at a Gala Dinner at the National Conference in Kingscliff on Wednesday 6th September at Salt Bar Terrace.

The 2017 Awards recognises the achievements of individuals, teams and companies during the financial year July 1 2016 to June 30, 2017 year.

Nominations may only be made by financial members of ATHOC.

The person being nominated must be an employee (or in the case of a resort, a Director) of a member of ATHOC.

Both the person making the nomination and the person being nominated may be directors or employees of the same member. Each ATHOC Member Organisation is permitted to nominate **ONLY** one person/party for each Award Category.

The person nominating a person may only nominate that person for one award.

One person may, however, nominate two or more people, provided each person is nominated for a separate award. All applications, submissions and supporting documentation must be received prior to the **Friday 11th August, 2017** - Close of Business. Late applications will not be considered.

Nominated Persons **MUST** be available for a telephone interview by the allocated Judge. Interviews will be conducted on a date and time given by the Judge. This will take place in the week beginning August 21st, 2017.

Submit entries in as many categories as you deem appropriate but do note that an individual may be nominated only once in categories which recognise individual performance and achievement.

A written submission incorporating the selection criteria and informing the judge of the merit of the person nominated to receive the award.

Submissions should be kept to a minimum of 2 pages but should at least be an impressive description of the Nominee's merits.

Submissions should be sent by email (except in the case of a large marketing presentation) **with a PHOTO of the nominee.**

Given that there is little time for you to get your nominations back in, I encourage you to keep your nominations brief.

Excellence in Customer Service

This award recognises a team or individual who has made exceptional contributions and exceeded expectations in delivering services of a superior quality to external or internal customers, partners and stakeholders in carrying out that organisations mission. These are employees who are committed to identifying customers' needs or expectations and reacting appropriately to ensure customer satisfaction.

Questions

1. Context of individual's or team role – 1 paragraph
2. Explain the exceptional contribution from this individual or team.

ATHOC RESORT AWARDS

Resort Performer of the year

This award is for an individual in a non-managerial position who works in any department within the resort.

Resort Manager of the Year

This award is for an individual resort manager or management couple responsible for the overall day to day operations. This nominee must be a consistent performer with evidence of management skills whilst ensuring an emphasis on quality assurance and compliance with the Industry Code of Practice.

Only Resort Managers are eligible.

Questions

Unless otherwise indicated please be sure to answer each of the following questions. We require a minimum of one paragraph and maximum one page on each question.

1. Context of individual or team role – one paragraph
2. What makes the nominee's performance and contributions outstanding?
3. Give 2 brief dot point examples where the nominee's actions made a positive difference in an owners or guests holiday experience
4. For the Manager of the Year award only - Describe new ideas and methods introduced by the nominee in 2015, including specific examples of achievements, character, team effort and traits that set this individual apart from others.

Resort of the Year

Any member timeshare resort in Australia, Fiji or New Zealand is eligible to enter this award.

Please provide statistical data where possible although quotes and other feedback will be accepted.

Please respond to the following key points and please keep each answer to a maximum one page.

- Trip Advisor results/feedback
- Consumer feedback
- Occupancy

Tip: Please make sure you give us an analysis of your data and not expect the judge to have to analyse for you.

ATHOC SALES AWARDS

Sales Performer of the Year

This category can be for an individual only. The Sales Manager is not eligible for this category.

This individual is in a non-management position and may be employed at an on-site or off-site sales facility. They will have consistently exceeded sales targets with their superior sales skills whilst maintaining excellent client service levels. This nominee must be a consistent performer with evidence of their individual settlement rate and an emphasis on quality assurance and compliance with the Industry Code of Practice.

Sales Team of the Year

This award is for a team involved in the sales operations of a single resort/sales site or for multiple projects. Team members may include sales manager, project director and sales, marketing and administrative management and staff.

Questions

1. Context of individual or team role – one paragraph
2. What makes the nominee's performance and contributions outstanding?
3. % of total sales revenue

Marketing Team of the Year

This award is for a Team who assist in the smooth implementation, management, and evaluation of marketing programs and promotional efforts.

Questions

Unless otherwise indicated please be sure to answer each of the following questions. We require a minimum one paragraph and maximum one page on each nomination.

1. Context of individual or team role – one paragraph
2. What makes the nominee's performance and contributions outstanding?
3. Describe 1 successful marketing program implemented. Keep this brief

Corporate Team of the Year

This award is for a team consisting of one or more departments, such as finance, accounting, HR etc.

Questions

1. Context of individual or team role – one paragraph
2. What makes the nominee's performance and contributions outstanding?
3. Give 2 dot point examples

ATHOC Hall of Fame

The most prestigious award given by The Australian Timeshare & Holiday Ownership Council. The Nominee must be an individual who has contributed significantly to the improvement of his/her Organisation, the Timeshare Industry and the Council. The Nominee must be a person who holds or who has held a Senior Management Role within the Timeshare Industry.

Submissions must include the following:

1. A written submission (not more than 500 words) incorporating the headings below and informing the adjudicators of the merit of the person nominated to receive the award.
 - Context of the Role
 - A Pioneer and/or a Legend in the Industry
 - A progressive career highlighted with continuous innovation, expansion and dedication
 - Record of Achievements
2. An electronic copy of all information with a photo.
3. Supporting documentations may be provided if it highlights the merit of the candidate provided it is in a format that may be sent electronically.

Please describe in no more than 500 words why you think this candidate is worthy of the Australian Timeshare and Holiday Ownership Hall of Fame Award.

Adjudication

All nominations for the awards will be judged by a subcommittee of the ATHOC Board.

When adjudicating the nominations, the committee will consider the selection criteria and all other requirements of entry along with the information contained in the written submission.

The Committee may determine not to select a short list, or the committee may determine not to make an award, in any particular year, if the standard of nominations is not considered sufficiently high.