

5. 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 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.*

Question 1. Product (20 points)

- a) Describe how your services and facilities assist the local tourism industry in your region/destination. (10 points)
- b) What services do you offer to set you apart from other visitor services providers? (10 points)

TIPS: Part a) Explain what you were trying to achieve i.e. your business vision, how you went about it and the related outcomes.

Question 2. Business Plans (20 points)

- a) Describe the key features of your business plan for example goals, strategies and outcomes. (10 points)
- b) Demonstrate your financial viability and/or sources of funding. If your business has not experienced growth, explain. (10 points)

TIPS: Part a) Explain what you were trying to achieve i.e. your business vision, how you went about it and the related outcomes.

Part b) would benefit from the inclusion of graphs income and expenditure and/or nett profit/loss for the qualifying period. This could be presented as a percentage or dollar value.

Question 3. Marketing (20 points)

- a) Describe your marketing strategies and how they are used to attract each target market and detail the success/outcomes of those strategies. (10 points)
- b) What is your destination/region's distinctive difference and how do you promote it to attract each of your target markets? (10 points)

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) Consider displaying your target markets and the strategies and outcomes for each in a table format. Ideally there should be a strategy described for each target market listed in part a).

Part b) 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. (10 points)
- b) Describe the range of training/skill development programs undertaken for both your staff and the local industry. (10 points)

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) 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. (10 points)
- b) Describe any innovations that have taken place during the qualifying period to improve your business and the specific benefits achieved. (10 points)

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) 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.