



TAANZ National Travel Industry Awards 2019 Category 15 Best Broker Team

This Category is open to a Broker **Team** of more than one person and no more than 5 persons who personify excellence and demonstrate collective best practice in their business.

PLEASE NOTE:

To be eligible for this category the broker team must not operate from a retail or corporate location. Please note companies nominated in this category are ineligible for nomination in Category (Broker Brand or Broker individual)

Presentation is limited to a maximum of 30 minutes. Please time your presentation to meet the criteria as additional time will not be permitted. Q&A may be requested during the presentation.

A projector and screen will be provided for PowerPoint presentations, however no sound is permitted during the presentation. TAANZ uses a PC with Microsoft Windows XP and PowerPoint 2010. Please ensure that your presentation is compatible with these systems as alternate laptops will not be permitted. We are unable to play your presentation in any Mac based format.

Please bring your PowerPoint presentation (if applicable) saved on a USB stick, along with three hard copies of the presentation. These will not be returned following the presentation.

- ◆ Presentations are to be based on the achievements of your business over your last financial year.
- ◆ Ensure that you address all aspects of the criteria in a logical and thorough manner.
- ◆ A maximum of two presenters per entrant.
- ◆ A limit of two pages (power-point and/or A4) per question.

1. Provide a general overview of the Team's experience in the industry.

To answer this, provide details of length of time in the industry, relevant range of roles held, understanding of priorities, as well as any other details you feel are relevant.

2. Detail improvements the Team's industry knowledge in the past 12 months and how it has made your Team better travel brokers?

Give details of courses and any other educational/workshops attended. Also include any self development training undertaken.

3. Detail the relevant strengths and skills of the Team and how these support the Team's objectives and goals?

Please provide evidence to support how the skills and strengths benefitted the business. Use reports,, customer satisfaction and organizational feedback as evidence.

4 . Provide details of how the Team have contributed to the successful performance of the company.
Examples can be growth in sales, turnover, revenue, market share, brand awareness, prioritisation, customer retention and staff retention etc. Use of graphs and charts is acceptable. They must be relevant to Team member's performance and overall contribution to company success.

All financial and other information provided will be treated as confidential.