



TAANZ National Travel Industry Awards 2019 Category 28 - Best Industry Representative Entrant Guidelines

This award recognises an individual who personifies excellence in their role as a an industry representative supplier including a clear understanding of the travel agency sector they serve.

PLEASE NOTE:

Entrants in this category should be employed by a supplier or wholesaler.

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.
- ◆ One presenter per entrant.
- ◆ A limit of two pages (power-point and/or A4) per question.

1. Provide a general overview of your 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. Provide details of any training programs you have undertaken in the previous twelve months.

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

3. Detail the relevant strengths and skills you bring to your role.

Provide relevant details of your strengths and skills in relation to your role. Provide details of any significant achievements over the past 12 months. Explain how you ensure a standard of quality in your role and provide evidence of customer satisfaction or feedback from your subordinates or superiors.

4 . Provide details of any significant achievements over the past twelve months.

Give details of these achievements and the effect it has had on your role as an industry representative supplier.

5 . Explain how you maintain strong relationships with your agents and provide evidence of customer satisfaction.

Give an explanation and evidence of how you ensure that each and every customer receives quality service. Identify your motivation and methods of sustaining this quality of service and adding value to your customer relationships.

6 . Provide details of how you have contributed to the successful performance of your 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 your personal performance and its overall contribution to company success.

Business success has many indicators; these may include turnover, market share, achievements and accountability to both individual's clients and individual's organisation etc. Give evidence of contribution.

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