



Function Facility Of The Year Award



This award recognises the best club function facility in Western Australia in 2019. It is judged based on the versatility of the venue regarding the range of services offered, the presentation of the area, and the importance of functions for your club.

Selection Criteria

Nominations close at 5pm on Monday, 23 March 2020

- Nominating clubs are required to submit the Required Attachments outlined below
- A site visit will be conducted after submission is received

Required Attachments

- One (1) high resolution photo of each of your function spaces **Maximum 8 images**
- Examples of function packages **Maximum 2 attachments**
- Example of a corporate package (if applicable) **Maximum 1 attachment**
- Example of a wedding package (if applicable) **Maximum 1 attachment**
- Examples of the marketing of your function services **Maximum 2 attachments**
- Examples of catering packages from your club or preferred caterer **Maximum 2 attachments**
- One (1) written testimonial using the template provided below from a guest who has used the function facility in 2019
- Video submission

Note: By supplying the photo(s) and video(s), you are granting Clubs WA permission to use these for promotional purposes associated with the awards program.

Please send your completed form with attachments to:

- Email: events@clubswa.com.au
- Post: Clubs WA, PO Box 5101, South Lake WA 6164

If you have any queries regarding the nomination questions or process, please contact events@clubswa.com.au or call the Events team on 9417 7149.





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General Information

Club	
Name of main contact	
Position	
Mobile	
Email	
Club Size	<input type="checkbox"/> Small – Annual turnover less than \$500,000 <input type="checkbox"/> Medium – Annual turnover from \$500,000 to \$1,000,000 <input type="checkbox"/> Large – Annual turnover greater than \$1,000,000 <i>Clubs WA reserves the right to request proof of eligibility (such as the Club's most recent Annual Report)</i>

Video Submission

To assist judges who are not conducting site visits, we are requesting a video of your function facilities. Please include the following where applicable:

- A walkthrough showcasing the different function areas available
- The areas decorated for functions (preferably a range of functions to show the different setups)
- The guests at an event
- The setup of the area
- Catering and drinks available
- Features that differentiate your venue from others
- RSA signage

Photos are also accepted but please note it is easier for judges to allocate points through videos. The video should be no less than two minutes. **Suggested Photos: 5 (Maximum Photos:10)**





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Questions

Please answer in detail and provide as many examples as possible. Where applicable, suggested topics to address are listed under each question.

Question One: In the following tables, please address the points below in relation to each of your different function spaces.

Function space one

Name and type of function space	
Common types of events held in this space	
Distinctive features of the space E.g. Scenic views, dancefloor etc.	
Pax (seated and standing)	
Hire cost	

Function space two

Name and type of function space	
Common types of events held in this space	
Distinctive features of the space E.g. Scenic views, dancefloor etc.	
Pax (seated and standing)	
Hire cost	





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Function space three

Name and type of function space	
Common types of events held in this space	
Distinctive features of the space E.g. Scenic views, dancefloor etc.	
Pax (seated and standing)	
Hire cost	

Function space four

Name and type of function space	
Common types of events held in this space	
Distinctive features of the space E.g. Scenic views, dancefloor etc.	
Pax (seated and standing)	
Hire cost	

If you have more than four function spaces, please attach an additional Word document.





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Question Two: How are your functions catered?

Suggested word count: 60 words (Maximum word count: 110 words)

Examples: If catered by an internal team, list the relevant work experience and qualifications of your kitchen team. If catering is outsourced, please detail the arrangement – E.g. Do you have a regular arrangement with a specific company? Can the hiring party use their own caterer?

Please enter your response below:

Question Three: How do you cater for special needs?

Suggested word count: 60 words (Maximum word count: 110 words)

Examples: Wheelchair access, lifts for easy access, etc.

Please enter your response below:

Question Four: How do you cater for dietary needs and how do you ensure that guests with dietary requirements obtain the **correct** meal on the day?

Suggested word count: 70 words (Maximum word count: 120 words)

Examples: Process used for religious/allergy/diet requirements [detail]; coloured cards on table; seating plan with dietary needs marked; confirmation with customer prior to food service etc.

Please enter your response below:





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Question Six: How do you ensure compliance with Responsible Service of Alcohol obligations?

Suggested word count: 70 words (Maximum word count: 120 words)

Examples: trained staff, crowd controllers, in-hour breathalysers, skipper program, signage, etc.

Please enter your response below:

Question Seven: Examining your most recent annual income statement, what percentage do functions contribute to your overall revenue?

Suggested word count: 50 words (Maximum word count: 100 words)

Note: how does this compare to other income (e.g. membership, sponsorship, etc.)

Please enter your response below:

Question Eight: How do you collect feedback from members and guests who have used your function facilities?

Suggested word count: 80 words (Maximum word count: 120 words)

Examples: feedback forms; online survey; email requesting feedback; post-event phone call etc.

Please enter your response below:





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Question Nine: What is the most significant improvement you have made to your function services in 2019 based on post-event feedback?

Suggested word count: 70 words (Maximum word count:110 words)

Examples: physical changes to function layout [detail]; improved/altered menu/packages [detail]; customer service [detail pre/during/post event] etc.

Please enter your response below:

Question Ten: What kind of pre-function support do you offer to clients?

Suggested word count: 70 words (Maximum word count:110 words)

Examples: Walk-through of venue prior to event; regular contact [detail how often and what communication method(s) used]; check-lists; collaboration with running schedules; early set-up and/or late set-down etc.

Please enter your response below:

Before you submit...

Please ensure you have the following ready to send with your completed nomination:

- One (1) high resolution photo of each of your function spaces **Maximum 8 images**
- Examples of function packages **Maximum 2 attachments**
- Example of corporate packages (if applicable) **Maximum 1 attachment**
- Example of a wedding package (if applicable) **Maximum 1 attachment**
- Examples of the marketing of your function services **Maximum 2 attachments**
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Testimonial

Please fill in the following form about the requested nominee in as much detail as possible. Note that your referee will **not be contacted** so please include as much information as your can about this nominee and why they are deserving of the award.

Your information

Your name	
Nominee club	
Function attended	

Question One: How did the club go above and beyond to meet your desires and expectations?

Suggested word count: 75 words (Maximum word count: 150 words)

Please enter your response below:

Question Two: What was an area that the club could improve on with regards to their function?

Suggested word count: 75 words (Maximum word count: 150 words)

Please enter your response below:

Question Three: What kind of pre-function support was offered by the club?

Suggested word count: 75 words (Maximum word count: 150 words)

Please enter your response below:

~ End of Testimonial ~

