



ENTRY REQUIREMENTS FOR SELF NOMINATIONS

There is to be 6 Finalist newsagencies from Victoria for the Retail Category, chosen by a panel of industry partners/suppliers. The finalists will be assessed against specific criteria and one will be elected as the Winner for the Retail Category.

SUBMITTING AN ENTRY

- A submission is required in respect of each nominee on the submission form attached.
- All questions need to be completed and additional information can be attached as an option.
- Detailed financial information is not required; however examples using dollar and percentage growth over time are encouraged. Graphs and diagrams can also be used.
- Newsagents can nominate in both the Retail and Distribution category: a submission for each category must be provided.
 - Photographs can be supplied to support the application.
- A soft copy/electronic copy may be emailed to cioannou@vana.com.au or document on CD can be mailed to VANA Ltd – 806-810 Nicholson Street – North Fitzroy VIC 3068. Alternatively, the submission can be faxed on 03 9482 1799.

**ALL ENTRIES MUST BE RECEIVED NO LATER THAN
CLOSE OF BUSINESS ON TUESDAY DECEMBER 1ST, 2009**

JUDGING

- Judging to decide on the finalists will be conducted by an independent panel made up of key Industry Partners and will be based on submissions received. Finalists do not need to present themselves for a personal interview.
- The preliminary meeting will take place on **Friday 4th December 2009** at 11:00am at VANA Ltd office.
- A final meeting to decide on the winner will be held on **Friday 15th January, 2010 at 11:00am.**

JUDGING FORMAT

<ul style="list-style-type: none"> • The written Submission 	<p>A self nominating newsagent is required to complete the attached form and submit by the nominated date. It should be remembered that this category is “Retail” and therefore the submission should not contain information about the “Distribution” part of the business.</p>
<ul style="list-style-type: none"> • Voting procedure 	<p>Judging will be balanced, taking into account the differences between newsagencies. Every newsagency will be given equal opportunity to achieve the Victorian award.</p>
<ul style="list-style-type: none"> • Option Individual Assessments 	<p>Representatives of the judging panel may conduct an individual onsite assessment prior to the final judging meeting.</p>

KEY DATES TO REMEMBER

Written nomination submission to VANA Office
 Judging meeting day - Preliminary
 Judging meeting day - Final
 NOTY Excellence Award Celebration

Tuesday 1st December 2009
Friday 4th December 2009
Friday 15th January 2010
Saturday 27th February 2010

TERMS AND CONDITIONS – RETAIL

AWARDS

The Victorian finalists and winner in each category will be honoured at the Victorian Newsagent of the Year Award Celebration. This year the Celebration Event will be held at the Sofitel Melbourne on Collins on Saturday 27th February 2010 from 7:00pm.

The Victorian finalists will be presented with an award in recognition of their nomination.

The “Victorian Newsagent of the Year Winner” in the Retail category will have their costs for participation in the National awards covered by VANA to the value of \$4,000.00 (*incl GST*) and a plaque commemorating the occasion.

PRESENTATION AT THE EXCELLENCE AWARD

INSPIRATION AND INNOVATION

- All finalists will be presented at the Newsagent Of The Year Excellence Award ceremony to provide the attendees with an insight into the finalists' businesses.



APPLICATION FORM – RETAIL

NOMINATOR'S DETAILS			
Name of nominator:		Company:	
Contact number		Email	

BUSINESS DETAILS			
Name of Business			
Address			
Suburb		Postcode	
Business Phone		Business Fax	
Contact name		Mobile/Direct line	
Email Address			

DECLARATION	
Nominator's declaration	<ul style="list-style-type: none"> I warrant that the information submitted in this entry is true and correct <p>Signed _____ Date _____</p>
Send the completed nomination form to:	Email: Cioannou@vana.com.au OR a submission on CD can be mailed to VANA Ltd – 806 – 810 Nicholson Street, North Fitzroy VIC 3068 OR fax to 03 9482 1799
Due date:	ALL ENTRIES MUST BE RECEIVED NO LATER THAN CLOSE OF BUSINESS ON TUESDAY 1st DECEMBER, 2009



SUBMISSION

Please answer the following questions. The rating must be given for ranking purposes.

___ /15

1.- EXCELLENCE IN CUSTOMER SERVICE (15%)

- Does your staff acknowledge you on entry or offer assistance to you while you shop? Yes No
- Does your staff wear uniform and name tag? Yes No
- Do you have sufficient staff on deck to meet all customers' needs? Yes No
- Are staff knowledgeable of the products you carry? Yes No
- Do you carry a good range of products or offer to get in customers' needs should you not stock it? Yes No
- What staff training in Customer Service has been implemented? _____

-
- Do you have a Business Plan and / or Performance Criteria for the current and future operation of the business Yes No
 - Please tell us:
 - Trading hours: am to pm
 - Do you have direct contact with your customers: Yes No
 - Are you community involved? Yes No
 - If, yes, please give details: _____

___ /15

2.- MARKETING AND PROMOTIONAL INITIATIVE (15%)

- Have you participated in Supplier initiated promotions over the past year? Yes No
 - If, yes, please give details: _____
- Have you initiated your own store specific marketing promotions in the last year? Yes No
 - If, yes, please give details: _____
- Do you have promotional area set aside to display new or special event offers, seasonal products to attract customers to purchase and is it changed regularly? Yes No

___ /10

3.- COMMITMENT AND INVOLVMENT IN NEWSAGENCY INDUSTRY (10%)

- Do you attend:
- Regional Meetings Yes No
 - State conference Yes No
 - ANF Conference/Dinner Yes No
 - Marketing group function Yes No
 - Have you or your staff been involved in training program(s)? Yes No
 - If, yes, please give details: _____

___ /20

4- SUCCESS IN GROWING THE BUSINESS (20%)

- Please explain how you are growing your business _____
- What business growth has been achieved each year for the last three years? _____



➤ What plans are there to continue this growth? _____

___ /10

5.- INNOVATION AND PRESENTATION (10%)

- Does the store look clean, bright, warm and inviting before stepping into the store? Yes No
- Does it have sufficient lighting and is it well laid out ? Yes No
- Do you display the "N" logo? Yes No
- Please tell us how you have differentiated yourself from others in the industry? *Achievements can include but are not limited to design, production, performance, merchandising, marketing.*

___ /10

6- USE OF TECHNOLOGY (10%)

- Do you use the following:
 - Point of sale system: Yes No
 - Electronic data interchange (e.g. Xchange IT) computer: Yes No
 - Email: Yes No
- How do you use technology and reports produced to manage your business? _____

___ /10

7.- KEY PERFORMANCE INDICATORS / BENCHMARKS (10%)

- List and explain any KPI's / Measurements (other than these mentioned previously) that you regularly use in the management of your business _____

___ /10

8.- STAFF TRAINING (10%)

- Have you implemented training programs for your staff *other than Customer Service*? Yes No
 - If, yes, please give details: _____

Does it offer the WOW factor? Yes No

Comments:

Anything more you wish to add in support of this application:

TOTAL
___ /100

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