



Newsagents Together: Create Tomorrow Today

ENTRY REQUIREMENTS FOR SELF NOMINATIONS

There are 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 23rd NOVEMBER 2010**



2011 VANA EXCELLENCE AWARD CELEBRATION
SELF NOMINATION – Newsagent Of The Year – RETAIL

JUDGING

- Judging 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 26th November 2010** at 11:00am at VANA Ltd office.
- A final meeting to decide on the winner will be held on **Friday 14th January, 2011 at 11:00am.**

JUDGING FORMAT

<ul style="list-style-type: none">• The written Submission	A self nominating newsagent is required to complete the attached form and submit by the due 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.
<ul style="list-style-type: none">• Voting procedure	Judging will take into account the differences between the nominated newsagencies. Every newsagency will be given equal opportunity to achieve the award for Victoria.
<ul style="list-style-type: none">• Option Individual Assessments	Representatives of the judging panel may conduct an individual onsite assessment prior to the final judging meeting.

KEY DATES TO REMEMBER

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

Tuesday 23rd November 2010
Friday 26th November 2010
Friday 14th January 2011
Saturday 19th February 2011

TERMS AND CONDITIONS – RETAIL

AWARDS

The 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 19th February 2011 from 7:00pm.

The 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 \$2,500.00 (*incl GST*) and a plaque commemorating the occasion.

PRESENTATION AT THE EXCELLENCE AWARD

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- 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.





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SELF NOMINATION – Newsagent Of The Year – RETAIL

APPLICATION FORM – RETAIL

YOUR DETAILS	
Name:	Surname:
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 23rd NOVEMBER 2010



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SUBMISSION

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

1.- EXCELLENCE IN CUSTOMER SERVICE		___ /15
➤ Do your staff acknowledge your customers on entry or offer assistance while they shop?		<input type="checkbox"/> Yes <input type="checkbox"/> No
➤ Do your staff wear uniform and name tag?		<input type="checkbox"/> Yes <input type="checkbox"/> No
➤ Do you have sufficient staff on deck to meet all customers' needs?		<input type="checkbox"/> Yes <input type="checkbox"/> No
➤ Are staff knowledgeable of the products you carry?		<input type="checkbox"/> Yes <input type="checkbox"/> No
➤ Do you carry a good range of products or offer to get in customers' needs should you not stock it?		<input type="checkbox"/> Yes <input type="checkbox"/> 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 (Please attach copy)		<input type="checkbox"/> Yes <input type="checkbox"/> No
➤ Please tell us:		
▪ Trading hours: _____ am to _____ pm		
▪ Do you have direct contact with your customers?		<input type="checkbox"/> Yes <input type="checkbox"/> No
▪ Are you community involved? (School, church, sporting groups,...)		<input type="checkbox"/> Yes <input type="checkbox"/> No
○ If, yes, please give details: _____ _____		
Provide evidence of managing, monitoring and measuring customer expectations, customer satisfaction and customer retention, e.g. Customer Feedback Forms, unsolicited customer feedback letters, customer service checklist, mystery shopping results etc. – Please attach evidence to submission.		
2.- MARKETING AND PROMOTIONAL INITIATIVE		___ /15
➤ Have you participated in supplier initiated promotions over the past year?		<input type="checkbox"/> Yes <input type="checkbox"/> No
○ If, yes, please give details: _____ _____		
➤ Have you initiated your own store specific marketing promotions in the last year?		<input type="checkbox"/> Yes <input type="checkbox"/> 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?		<input type="checkbox"/> Yes <input type="checkbox"/> No
➤ Demonstrate knowledge of the socio/economic profile of customers (and potential customers) in your area. _____ _____ _____ _____		
3.- COMMITMENT AND INVOLVMENT IN NEWSAGENCY INDUSTRY		___ /10
Do you attend:		
➤ Regional Meetings		<input type="checkbox"/> Yes <input type="checkbox"/> No
➤ ANF Conference/Dinner		<input type="checkbox"/> Yes <input type="checkbox"/> No
➤ Marketing group function		<input type="checkbox"/> Yes <input type="checkbox"/> No
➤ Have you or your staff been involved in training program(s)?		<input type="checkbox"/> Yes <input type="checkbox"/> No
○ If, yes, please give details: _____ _____		



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4- SUCCESS IN GROWING THE BUSINESS (20%)	___ /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? _____ _____ _____ _____ _____ _____	

5.- INNOVATION AND PRESENTATION	___ /10
➤ Does the store look clean, bright, warm and inviting before stepping into the store?	<input type="checkbox"/> Yes <input type="checkbox"/> No
➤ Does it have sufficient lighting and is it well laid out?	<input type="checkbox"/> Yes <input type="checkbox"/> No
➤ Do you display the “N” logo?	<input type="checkbox"/> Yes <input type="checkbox"/> No
➤ Please tell us how you have differentiated yourself from others in the industry? <i>Achievements can include but are not limited to design, production, performance, merchandising, marketing, products</i> _____ _____ _____ _____ _____ _____ _____ _____ _____	
➤ Outline what physical improvements you have made to the store over the last year. _____ _____ _____ _____ _____ _____ _____	



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6- USE OF TECHNOLOGY	___ /10
➤ Do you use the following: <ul style="list-style-type: none"> ▪ Point of sale system: <input type="checkbox"/> Yes <input type="checkbox"/> No ▪ Electronic data interchange e.g. Xchange IT <input type="checkbox"/> Yes <input type="checkbox"/> No ▪ Email: <input type="checkbox"/> Yes <input type="checkbox"/> No 	
If Yes, describe how you use email facilities within the business: _____ _____ _____	
➤ How do you use technology and reports produced to manage your business? _____ _____ _____ _____ _____ _____ _____ _____	

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 _____ _____ _____ _____ _____ _____ _____ _____	

8.- STAFF TRAINING	___ /10
Have you implemented training programs for your staff <i>other than Customer Service</i> ? <input type="checkbox"/> Yes <input type="checkbox"/> No ○ If, yes, please give details: _____ _____	

Does your shop offer the WOW factor?	<input type="checkbox"/> Yes <input type="checkbox"/> No
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Comments:
 Anything more you wish to add in support of this application:

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