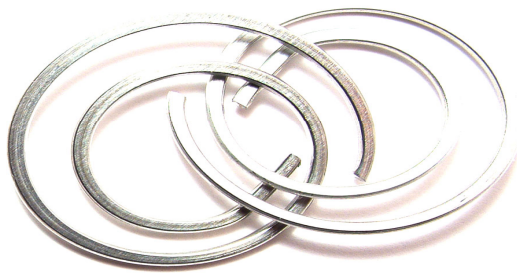




2011 VANA EXCELLENCE AWARD CELEBRATION –  
SFIF NOMINATION – Newsagent Of The Year - DISTRIBUTION



*Newsagents Together:  
Create Tomorrow Today*

### **ENTRY REQUIREMENTS FOR SELF NOMINATIONS**

There are to be 6 finalist newsagencies from Victoria for the Distribution Category, chosen by a panel of industry partners/suppliers. The finalists will be assessed against specific criteria and one will be chosen as the Winner for the Distribution 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 the 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](mailto:cioannou@vana.com.au). A hard copy 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 23<sup>RD</sup> NOVEMBER 2010**



**2011 VANA EXCELLENCE AWARD CELEBRATION –  
SELF NOMINATION – Newsagent Of The Year - DISTRIBUTION**

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

**JUDGING FORMAT**

<ul style="list-style-type: none"> <li>• <b>The written Submission</b></li> </ul>	<p>A self nominating newsagent is required to send the attached form completed by the due date. It should be remembered that this category is “Distribution” and therefore the submission should not contain information about the “Retail” part of the business.</p>
<ul style="list-style-type: none"> <li>• <b>Voting procedure</b></li> </ul>	<p>Judging will take into account the differences between newsagencies. Every newsagency will be given equal opportunity to achieve the award for Victoria.</p>
<ul style="list-style-type: none"> <li>• <b>Option Individual Assessments</b></li> </ul>	<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	<b>Tuesday 23<sup>rd</sup> November 2010</b>
Judging meeting day - Preliminary	<b>Friday 26<sup>th</sup> November 2010</b>
Judging meeting day – Final	<b>Friday 14<sup>th</sup> January 2011</b>
NOTY Excellence Award Celebration	<b>Saturday 19<sup>th</sup> February 2011</b>



**2011 VANA EXCELLENCE AWARD CELEBRATION –  
SELF NOMINATION – Newsagent Of The Year - DISTRIBUTION**

**TERMS AND CONDITIONS – DISTRIBUTION**

**AWARDS**

The finalists and winner in each category will be honoured at the Victorian Newsagent of the Year Award Celebration. This year the event will be held at the Sofitel Melbourne on Collins on Saturday 19th February 2011.

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

The “Victorian Newsagent of the Year Winner” in the Distribution 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**

***Newsagents Together :  
Create Tomorrow Today***

- 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 - DISTRIBUTION

*Newsagents Together:  
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**2011 VANA EXCELLENCE AWARD CELEBRATION –  
 SELF NOMINATION – Newsagent Of The Year - DISTRIBUTION**

**APPLICATION FORM – DISTRIBUTION**

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"> <li>I warrant that the information submitted in this entry is true and correct</li> </ul> <p>_____</p> <p>Signed _____ Date _____</p>
Send you completed self nomination form to:	<p>Email: <a href="mailto:Cioannou@vana.com.au">Cioannou@vana.com.au</a></p> <p>OR a submission on CD or hard copy can be mailed to          VANA Ltd – 806 – 810 Nicholson Street, North Fitzroy VIC 3068          OR          Fax to 03 9482 1799</p>
Due date:	<b>ALL ENTRIES MUST BE RECEIVED NO LATER          THAN CLOSE OF BUSINESS ON          TUESDAY 23<sup>rd</sup> NOVEMBER 2010</b>



**2011 VANA EXCELLENCE AWARD CELEBRATION –  
SELF NOMINATION – Newsagent Of The Year - DISTRIBUTION**

**SUBMISSION**

Please answer the following questions and mark each section:

<b>1.- EXCELLENCE IN CUSTOMER SERVICE</b>	<b>___/20</b>
➤ Do you have sufficient staff and back up staff to cover delivery area and to service customers?	<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? (If yes, please attach)	<input type="checkbox"/> Yes <input type="checkbox"/> No
➤ Please tell us: <ul style="list-style-type: none"> <li>▪ How many Home deliveries per week do you do? Herald: ____ The Age ____</li> <li>▪ Trading hours:    am    to    pm</li> <li>▪ Do you have direct contact with customers</li> <li>▪ Are you community involved?</li> </ul>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No
• If, yes, please give details: _____	
➤ Is the business well laid out and a friendly place to visit?	<input type="checkbox"/> Yes <input type="checkbox"/> No

<b>2.- MARKETING AND PROMOTIONAL INITIATIVE</b>	<b>___/20</b>
➤ 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 marketing promotions in the last year?	<input type="checkbox"/> Yes <input type="checkbox"/> No
• If, yes, please give details: _____	

<b>3.- COMMITMENT AND INVOLVMENT IN NEWSAGENCY INDUSTRY</b>	<b>___/10</b>
➤ Do you attend: <ul style="list-style-type: none"> <li>• Regional Meetings</li> <li>• ANF Conference</li> <li>• Marketing group function</li> </ul>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <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: _____	

<b>4- SUCCESS IN GROWING CUSTOMER BASE</b>	<b>___/15</b>
➤ Do you have an incentive program in place for service (eg. :”no Misses”)?	<input type="checkbox"/> Yes <input type="checkbox"/> No
➤ Do you actively canvass your area for new home delivery customers from households and businesses?	<input type="checkbox"/> Yes <input type="checkbox"/> No
➤ Do you send flyers to your customers about new publications, special offers, customer satisfaction, newsletters, etc?	<input type="checkbox"/> Yes <input type="checkbox"/> No
➤ What business growth has been achieved each year for the last three years? _____	
➤ What plans are there to continue this growth? _____	

<b>5.- SERVICE TO SUBAGENTS</b>	<b>___/10</b>
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➤ How many Subagents do you service? \_\_\_\_\_

➤ How often daily do you call on subagents re stock? \_\_\_\_\_

➤ Please tell us what initiatives you have implemented to improve service to your subagents: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

➤ What are your plans to continue improving the service to your subagents? \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

<b>6- USE OF TECHNOLOGY</b>	<b>___ /5</b>
➤ Do you use the following:	
▪ Newsagency Computer System	<input type="checkbox"/> Yes <input type="checkbox"/> No
▪ Electronic data interchange e.g. Xchange IT, Connect	<input type="checkbox"/> Yes <input type="checkbox"/> No
▪ Email:	<input type="checkbox"/> Yes <input type="checkbox"/> No
▪ WebPage	<input type="checkbox"/> Yes <input type="checkbox"/> No
▪ A fax	<input type="checkbox"/> Yes <input type="checkbox"/> No

<b>7.- KEY PERFORMANCE INDICATORS / BENCHMARKS</b>	<b>___ /10</b>
➤ List any KPI's / Measurements (other than these mentioned previously) that your regularly use in the management of your business and comment how you use them to make improvements in your business: _____ _____	
➤ Explain any benchmarks used in the management of the business: _____ _____	

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

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

**ALL ENTRIES MUST BE RECEIVED NO LATER THAN  
TUESDAY 23<sup>rd</sup> NOVEMBER 2010**