



Entry Form: Sedibeng Tourism Awards 2010

CATEGORY OF ENTRY

Please tick the appropriate block.

Please fill in a separate form for each category, if you want to enter for more than one category.

1. ACCOMMODATION & CONFERENCE VENUES							
A. ACCOMMODATION	√	Star Rating	1	2	3	4	5
Category A: Bed & Breakfast							
Category B: Guesthouse							
Category C: Backpackers / Self Catering Establishments							
Category D: Lodges							
Category E: Hotels							
B. CONFERENCE VENUES		Star Rating	1	2	3	4	5

2. TOURIST GUIDE	
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3. TOUR OPERATOR	
Operating less than five years	
Operating more than five years	

4. ARTS & CRAFTS	
Modern	
Traditional	

5. FOOD & BEVERAGE	
Pub	
Restaurant	
Other	

6. OUTDOOR	
Camping	
Caravanning	
Water & Adventure Activities	
Other	

CONTACT INFORMATION:

1. Name of Business /Company/ Organisation:

2. Company registration number (if applicable):

3. Contact person:

4. Physical address:

5. Postal address: _____

6. Code: _____

7. Telephone no (W): _ (____) _____

8. Cellular number: _____

9. Fax number: _____

10. E-mail address: _____

11. Web address (if applicable): _____

TELL US ABOUT YOUR BUSINESS:

1. Number of bedrooms/conference/meeting/events rooms (applicable to accommodation and conference establishments only):

2. Number of years in business: _____

3. How many people do you employ? _____

% Full time: _____

% Part time: _____

4. How many customers do you host/serve on an annual basis?

%International:

%Local: _____

5. Describe the typical visitor experience which a tourist/traveller encounters at your business:

6. How is your company adding value to the customer's visitor experience? List actions taken.

7. What training programs (formal or informal) do you have in place in your organization, related directly to improving the visitor/traveller experience? If in-house, what training do you give to improve and/or improve service levels to visitors/travellers?

8. What is your rate of repeat business per year? Express as a %

9. What is your rate of referred business per year? Express as a %

10. How do your customers rate your service? Please supply support in terms of customer's feedback cards, testimonials, emails, letters or copies of visitor book. (Refer to criteria for your category for exact requirements)

11. Is there a particular person or group of people you would like to recognize in your organization in terms of excellent customer service? Please list names, designations and provide motivations.

12. Have you won any award/s? If so, please list award, category and year of recognition.

13. Please give a short description of how your organization provides the following:

- **An authentic South Africa experience:**

- **Value for money:**

- **Tourist safety and security:**

- **A wide variety of experiences:**

14. Why should you be recognized with a Sedibeng Tourism Award?

- **What is it that sets you and your organisation's product apart from others?**

The above information is, to the best of my knowledge, true and correct. I hereby give my consent to be contacted by the Sedibeng Tourism Awards Assessors.

Name: _____

Designation: _____

Signature: _____

Date: _____

Place _____

Terms and Conditions:

- Entrants will be required to make information available about their clients for judging purposes
- Only fully completed entries will be considered. Forms must be completed in black ink and must be neat and legible.
- Entries must be submitted at the Sedibeng Tourism Office, Merriman Avenue, Vereeniging no later than 12 February 2010.
- The judges' decision is final and no correspondence will be entered into.
- Winners will be announced at the Tourism Awards Gala Dinner Ceremony.
- The category winners must be available for marketing purposes including media interviews as and when required to.
- Entry forms are available online from www.sedibeng.gov.za, or at Sedibeng Tourism Offices on the 1st floor, House and Home Building, Merriman Avenue, Vereeniging.
- Please note that entries cannot be submitted online or by fax.

For more information on the Sedibeng Tourism Awards Programme please contact:

Sedibeng Tourism: Puleng van Wyk / Maureen Motsukunyane : 016 422 3316/ 3314 or Pulengf@sedibeng.gov.za/ Maureenm@sedibeng.gov.za

Please note: Only Sedibeng based products, businesses and establishments are allowed to enter for this programme.

DEADLINE FOR SUBMISSIONS: 12 February 2010