



General Manager of the Year **(Hotels/Clubs/Tourism Business)**

This prestigious award recognizes an exceptional General Manager who has demonstrated outstanding leadership, strategic vision, and operational excellence within the hospitality or tourism sector. The award aims to celebrate a leader who not only delivers strong commercial results but also champions staff development, drives innovation, and fosters a premier guest experience. The winner serves as a benchmark for excellence and a mentor within the industry.

Scoring

- **Written submission: 75 marks**
- **Other roles: 25 marks**
- **Total score: ___/100 marks**

Written submission – 75 marks

1. Provide an overview of the nature of your role and how your leadership has directly impacted the business. For example, what were your key financial objectives this year, and how did you achieve or exceed them? Please include specific metrics such as GOP, RevPAR growth, or year on year revenue increase. (Will be treated confidentially. 150-200 words).
2. How have you improved the guest or member experience in the past year? Provide evidence of how you utilize feedback (e.g., TripAdvisor, Net Promoter Score, or Member Surveys) to drive operational change. (100 words)
3. How do you foster a positive workplace culture and what specific initiatives have you implemented to improve staff retention, training, or mental well-being? (100 words)
4. Outline one significant project, technology implementation, or operational change you spearheaded this year. How did this improve efficiency or modernise the business? (100 words)
5. Detail your contribution to the local community and any sustainability or CSR initiatives your business has undertaken under your leadership.

Other roles - 25 marks

Any awards, board memberships of associations or other roles you play in the community. Add images you can provide. (100 words) Please attach evidence.

Please submit the above and send by drop box link:

- Your completed nomination entry on word doc
- Jpeg images
- Media files in Mp3
- Your company logo in jpeg
- Your contact details, email phone number and name of business and address
- Make payment of \$120 admin fee on our website link "Pay Nomination Fee"



Email all the above to: awards@wstourism.com.au

Submission deadline: 20th July 2026
Finalists Announced: 3rd August 2026
Awards Night: Friday, 16th October 2026

Good luck!

Book your Awards night tickets to support this incredible event for Industry!!

**Thank You,
Western Sydney Tourism Taskforce NSW Inc**