

CATEGORY: *Wellness*

STANDARD QUESTIONS WITH EACH AWARD IN THIS CATEGORY

Who or what are you Nominating?

The website url

Is there anything more you would like to share that we haven't covered? Is there anything you think we need to know that is important to your business or brand?

Have you been nominated or won other Industry awards?

SPA CUISINE

What are your Top 3 dishes? What makes them so popular? [Please include photos that show food presentation.]

How was your menu planned? What nutritional information (if any) do you provide to clients?

What is your philosophy towards food? Describe how this is incorporated into the menu. [Please attach a copy of your menu.]

Describe your Food & Beverage ethos. How much of what you create is organic, sourced locally or grown on-site etc.?

What is your business' approach to social responsibility? Describe any initiatives that demonstrate a positive contribution to society. Also describe any actions that your company has taken to make operations more Sustainable.

How do you monitor for quality control? What systems do you have in place (if any) for ongoing business improvement?

How do you measure client satisfaction? Give examples (statistics, testimonials, links, etc.) that show how you've been able to maintain consistently high levels of customer satisfaction over time.

Wellness

URBAN WELLNESS CENTRE

What is your philosophy or approach to Wellness? How do you deliver physical, mental &/or emotional wellbeing to your clients?

List the type and number of practitioners who deliver beauty, health and wellness services to your clients (employees and contractors).

How would you describe your spa's concept or positioning? What is the one main strength that sets your spa apart from its competition?

What are your most popular treatments or services, and why? Also describe any unique signature treatments / experiences that you offer.

What is your business' approach to social responsibility? Describe any initiatives that demonstrate a positive contribution to society. Also describe any actions that your company has taken to make operations more Sustainable.

What new initiatives have you planned for 2023?

What brands do you partner with for Spa, wellness and amenities?

How long have you been operational? COVID aside, how have you grown (not just size) as a brand.

How do you keep your team happy and engaged? Describe your approach to training, as well as staff and team development.

How do you monitor for quality control? What systems do you have in place (if any) for ongoing business improvement?

Describe your track record in developing a solid business over time (Covid period excepted!). How did you achieve this?

How do you measure client satisfaction? Give examples (statistics, testimonials, links, etc.) that show how you've been able to maintain consistently high levels of customer satisfaction over time.

Please attach a copy of your full menu of services.

How many people do you employ?

How do you help people achieve Wellness?

Wellness

BEST MINERAL OR HOT SPRING

Does your facility integrate any other local businesses or work with local elders/indigenous community? Explain how you support and enhance the local community.

Describe how your facilities and services promote guest health and wellbeing.

What water and thermal experiences does your spa/business offer? List the type and number of facilities, and describe what makes them special.

Do you have any sustainability or environmental certifications?

Localisation - what % of your team are local. And do you use any local brands or products.

What new initiatives have you planned for 2023?

What brands do you partner with for Spa, wellness and amenities?

How long have you been operational? COVID aside, how have you grown (not just size) as a brand.

What is your business' approach to social responsibility? Describe any initiatives that demonstrate a positive contribution to society. Also describe any actions that your company has taken to make operations more Sustainable.

How do you keep your team happy and engaged? Describe your approach to training, as well as staff and team development.

How do you monitor for quality control? What systems do you have in place (if any) for ongoing business improvement?

Describe your track record in developing a solid business over time (Covid period excepted!). How did you achieve this?

How do you measure client satisfaction? Give examples (statistics, testimonials, links, etc.) that show how you've been able to maintain consistently high levels of customer satisfaction over time.

Please attach a copy of your full menu of services.

Wellness

BEST WELLNESS PRODUCT OR PROGRAM

How do you help people achieve Wellness?

Tell us about the product or program that you're nominating. What is included? Who is it for? What benefits can the client expect? How is your program unique or better than competitors?

What training do you provide to help your customers get optimal results with your products, service or equipment?

What brands or people do you partner with for Spa, wellness and amenities?

How long have you been operational? COVID aside, how have you grown (not just size) as a brand.

What is your philosophy or approach to Wellness? How do you deliver physical, mental &/or emotional wellbeing to your clients?

What is your business' approach to social responsibility? Describe any initiatives that demonstrate a positive contribution to society. Also describe any actions that your company has taken to make operations more Sustainable.

How do you keep your team happy and engaged? Describe your approach to training, as well as staff and team development.

How do you monitor for quality control? What systems do you have in place (if any) for ongoing business improvement?

How do you measure client satisfaction? Give examples (statistics, testimonials, links, etc.) that show how you've been able to maintain consistently high levels of customer satisfaction over time.

Can you share Client Testimonials?

Wellness

BEST WELLNESS RESORT OR RETREAT

How do you help people achieve Wellness?

What programs and packages does your retreat offer? Which ones are most popular, and why?

Do you have any sustainability or environmental certifications?

Localisation - what % of your team are local. And do you use any local brands or products.

What new initiatives have you planned for 2023?

What brands do you partner with for Spa, wellness and amenities?

Describe your Food & Beverage ethos. How much of what you create is organic, sourced locally or grown on-site etc.?

How long have you been operational? COVID aside, how have you grown (not just size) as a brand.

What is your philosophy or approach to Wellness? How do you deliver physical, mental &/or emotional wellbeing to your clients?

List the type and number of practitioners who deliver beauty, health and wellness services to your clients (employees and contractors).

What is your business' approach to social responsibility? Describe any initiatives that demonstrate a positive contribution to society. Also describe any actions that your company has taken to make operations more Sustainable.

How do you keep your team happy and engaged? Describe your approach to training, as well as staff and team development.

How do you monitor for quality control? What systems do you have in place (if any) for ongoing business improvement?

How do you measure client satisfaction? Give examples (statistics, testimonials, links, etc.) that show how you've been able to maintain consistently high levels of customer satisfaction over time.

What are your most popular treatments or services, and why? Also describe any unique signature treatments / experiences that you offer.

Please attach a copy of your full menu of services.

How would you describe your spa's concept or positioning? What is the one main strength that sets your spa apart from its competition?

How many people do you employ?

Wellness

BEST INTEGRATIVE WELLNESS RETREAT

What is your philosophy or approach to Wellness? How do you deliver physical, mental &/or emotional wellbeing to your clients?

How long have you been operational? How have you grown (not just size) as a brand.

What programs and packages does your retreat offer? Which ones are most popular, and why?

Do you have any sustainability or environmental certifications?

Localisation - what % of your team are local. And do you use any local brands or products.

What new initiatives have you planned for 2023?

What brands do you partner with for Spa, wellness and amenities?

Describe your Food & Beverage ethos. How much of what you create is organic, sourced locally or grown on-site etc.?

How long have you been operational? COVID aside, how have you grown (not just size) as a brand.

List the type and number of practitioners who deliver beauty, health and wellness services to your clients (employees and contractors).

What is your business' approach to social responsibility? Describe any initiatives that demonstrate a positive contribution to society. Also describe any actions that your company has taken to make operations more Sustainable.

How do you keep your team happy and engaged? Describe your approach to training, as well as staff and team development.

How do you monitor for quality control? What systems do you have in place (if any) for ongoing business improvement?

How do you measure client satisfaction? Give examples (statistics, testimonials, links, etc.) that show how you've been able to maintain consistently high levels of customer satisfaction over time.

What are your most popular treatments or services, and why? Also describe any unique signature treatments / experiences that you offer.

Please attach a copy of your full menu of services.

How would you describe your spa's concept or positioning? What is the one main strength that sets your spa apart from its competition?

How many people do you employ?