



The Travel Awards

MEDIA PARTNER

Better
Homes
and Gardens

PRINCIPAL PARTNER

CRYSTAL

ENTRIES CLOSE
30 August

LATE ENTRIES CLOSE
06 September

FINALISTS ANNOUNCED
03 October

AWARDS NIGHT
29 November

ENTRY CRITERIA

Travel Agency of The Year (over 30 employees)

This category is for medium to large sized travel agencies with 30 or more employees.

In submitting your entry, we ask you to think about the period of business from the financial year of 2018/2019 – from 1 July 2018 to 30 June 2019.

Please answer the following questions

Question 1 (300 words max)

Please give an overview of your business. We recommend splitting this into the following sections:

- A brief description of what the business offers to customers, including target market.
- Any significant achievements from the judging period.
- Organisation size, staffing and an overview of operating budget. The judges are respectful of privacy, have signed an NDA and are not necessarily expecting specific financials (however, you can supply details if you feel appropriate). Percentage growth in terms of profit, revenue and TTV are expected.

10 points

Question 2 (150 words max)

How does the business excel at customer service delivery?

20 points

Question 3 (300 words max)

During a time of continued disruption and re-invention within the travel agency landscape how has your company remained relevant to your customers?

20 points

Question 4 (500 words max)

Why should your company be crowned Travel Agency of the Year (over 30 employees)?

40 points

Question 5 (200 words max)

What does the company do to create great culture within the workplace and ensure strong staff retention?

10 points