



bangor**businessawards**2009

65b Main Street
Bangor BT20 5AF

Awards Helpline: 028 9181 9701
E: BBA09@xl-ents.co.uk



Spectator 028 9145 6007

bangor**businessawards**2009

In Association with



Principal Sponsor



Welcome To The Awards.

Thursday 21st May 2009 is an important evening in the Bangor business calendar and for the Bangor business community. This is the date for the Gala Presentation of the 9th Annual Bangor Business Awards in association with Principal sponsor, Spectator Newspapers.

The awards are going from strength to strength with entries up each year and the process enjoying consistent refinement. The Gala night will once again take place at the Clandeboye Lodge Hotel where Sean Crummey will be the event host. Sean will also entertain us with insights of Northern Ireland's political life from his BBC series "Folks on the Hill" before announcing the winners.

The awards offer you the opportunity as a local business, to put yourself forward for recognition for the hard work and dedication that you invest in your business. There are few opportunities for local businesses to join together in a celebration of success and to see the variety of businesses in the Bangor area in such a positive light. In such challenging times the awards are even more necessary to encourage confidence and to promote excellence in business practice.

Every business should be able to find a category within the awards to enter and we would urge you to take the time to read through this brochure and select those which best appeal to you and your business.

Judging is an impartial process that will be undertaken by expert judging panels and mystery shopping visits. This is a totally independent process and minimises any inconvenience. The majority of awards are entered via the Expression of Interest form with only two categories requiring a written entry this year. The whole process is much easier for 2009.

Good luck with your award entry and we look forward to seeing you on Thursday 21st May 2009 for a celebration of excellence.

Evan Ward
President,
Bangor Chamber
of Commerce

George Priestley OBE
Chairman,
Bangor & Holywood Town
Centres Ltd



Principal sponsor - Spectator Newspapers

Spectator Newspapers is delighted to be the principal sponsor of the 2009 Bangor Business Awards.

Established in 1904 Spectator Newspapers have been Bangor's voice for over 100 years and currently hold the title of Northern Ireland's Weekly Newspaper of the Year.

We place a huge emphasis on personal customer relations and this has been the key to our long term success. However we are not complacent and acknowledge that the Bangor business community is vital to our future and The Spectator to yours.

As your local Newspaper we felt this year of all years was particularly important to support our business community. With all the economic doom and gloom we hope these awards highlight that Bangor businesses are not prepared to "throw in the towel".

Finally we would like to take this opportunity to wish all participants in this year's Bangor Business Awards every success on the night and for the future.

Stuart Kennedy
Spectator Newspapers

Contents

Customer Service - Independent Retailer	4
Commercial Premises Award	5
Best New Business Award	6
Customer Service - Multiple Retailer	7
Tourism and Hospitality Award	8
Business Excellence Award	9
Business Growth Award	10
Best Neighbourhood Business	11
Thanks to the Sponsors	12 and 13
Customer Service - Service Sector	14
Innovation Award	15
Best Bangor Eatery	16
Best Licensed Venue	17
Export Growth in Manufacturing & Tradeable Services	18
Employee of the Year	19
Commitment to the Bangor Business Community	20
Clandeboye Lodge Advert	21
Awards Process / Key Dates	22
Expression of Interest form	23

The Gala Night!

When
THURSDAY 21st MAY 2009

Where
CLANDEBOYE LODGE HOTEL, BANGOR

Dress code
FORMAL / BLACK TIE

Time
DRINKS RECEPTION from 6.45pm

What
Drinks reception, four course meal, entertainment, Awards presentation, dancing, late bar

Tickets
To reserve and purchase your tickets, please contact Bangor & Holywood Town Centre Management on (028) 9147 9651

WORKING GROUP - THANKS.....

With sincere thanks to the 2009 Bangor Business Awards working group:
Evan Ward • Stephen Dunlop • Paula Kane • Lynne Vance • Clare McGill
Pauline Taylor • Gary Montgomery • Claire Best

Customer Service - Independent Retailer

Sponsored by:
Ulster Bank

JUDGED BY: Mystery Shoppers

A specific award for independently owned stores! Can you demonstrate how you consistently rise to the challenge by providing your customers with a first class retail experience? Then this is the award for you!

Mystery shoppers will visit your premises to experience your store as your customers do. They will report on all aspects of the customer journey.

The mystery shopper will pay particular attention to –

- The initial impact of the store – e.g. window displays, store layout
- How the staff interact with customers
- What you do that goes beyond customer expectations
- How the services you provide delight the customers

Complete the Expression of Interest form and return it to:

Bangor Business Awards 2009
C/o XL-ents Ltd
1st Floor
Glenford Road
Newtownards
Co Down
BT23 4AU

All entries are treated in the strictest confidence.

A Word From The Sponsor

Ulster Bank are delighted to sponsor the Customer Service - Independent Retailer Award.

All retailers compete in the market on many fronts i.e. the quality of their product, price and service. Competition comes from within North Down, or other providers within NI, and there is also no doubt that with the growth in Internet shopping consumers have many more options available now to them when it comes to purchasing. One of the main differentiators is quality of service and this award recognises those businesses that excel in this key area. Successful businesses are those who deliver consistently an excellent customer experience which will make the purchaser want to repurchase, recommend and refer that place of business or product.

Commercial Premises Award

Sponsored by:
Wilson Nesbitt

JUDGED BY: Short written entry plus Industry expert visit

This award is aimed at all commercial premises including retail premises, commercial premises and business parks.

The category aims to recognise excellence in both exterior and interior premises in terms of visual impact, innovative design and fit for purpose.

A visit from an Industry expert will look for:

- Excellent exterior and interior design
- Innovative use of materials in relation to colour, texture and light
- Quality of fixtures and fittings
- Clever use of space and fit for purpose
- Ease of access

You will be asked to make a short, written submission, which should include plans/ photographs and other supplementary information to give the judges a clear understanding of what makes you deserve a Bangor Business Award.

Entries will be judged by an Industry expert who will visit your premises at an arranged time.

Complete the Expression of Interest form and return it to:

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1st Floor
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A Word From The Sponsor

Wilson Nesbitt Solicitors are delighted to renew its annual Bangor Business Award sponsorship by its support for the Commercial Premises Award. Wilson Nesbitt's own growth has been achieved by continual reappraisal, investment in cost effective services, constant communication with its clients and meeting clients deadlines. As one of Northern Ireland's largest legal practices with over 70 partners and staff Wilson Nesbitt is delighted to be associated with these awards in Bangor where the firm originated and where it still has its management office.

Best New Business Award

Sponsored by:
NDDO

JUDGED BY: Interview Panel

This award will recognise new businesses with big ambitions.

The winner of this category will have to show how they have successfully overcome challenges, have plans for growth and development and have created an innovative and unique product or service.

If you started your business within the last two years, we want to hear about your success. Tell us how you have turned your great idea into a great new business.

The short interview will focus on:

- How you decided on your objectives and what you have achieved
- How you have identified and overcome challenges so far
- Why what you do is unique, innovative or different
- How you will continue to grow and sustain your success

An interview will be arranged with entrants at a suitable time. The organisers will contact you to confirm the type of information that the judging panel will be keen to look at.

Complete the Expression of Interest form and return it to:

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1st Floor
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BT23 4AU

We will then contact you to confirm your application. All entries are treated in the strictest confidence.

Customer Service - Multiple Retailer

Sponsored by:
Denman

JUDGED BY: Mystery Shoppers

Are you a multiple retailer who exceeds customer expectations and focuses on customer service as a core business objective? Then enter this award!

This category is open to all branded retail stores, with four or more branches throughout Northern Ireland, who are keen to demonstrate their customer service excellence in the retail marketplace.

Mystery shoppers will visit your store over a number of weeks. They will report on all aspects of the customer journey.

Mystery shoppers will pay particular attention to –

- The initial impact of the store – e.g. window displays, store layout
- How staff interact with customers
- What you do that goes beyond customer expectations
- How the services you provide delight the customers

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A Word From The Sponsor

North Down Development Organisation – the local enterprise agency – established in the Borough since 1984 – to promote and encourage individuals to pursue the self-employment option are delighted to be sponsors of this Award.

The Organisation provides a wide range of services, including managed workspace, to assist with all aspects of business start up. Our training programmes offer a comprehensive package of advice, training and financial support all aimed at promoting the Borough as the ideal place for companies to 'Go For It'.

The Board and Management of North Down Development are pleased to have been given the opportunity to support Bangor Chamber of Commerce and Town Centre Management in providing an event which recognises and rewards the contribution made by new business.

A Word From The Sponsor

Denman International is the UK's largest supplier of hairbrushes and hair accessories. In addition to its market-leading position in the retail and professional salon sectors, the company exports its Denman range of products to more than 60 countries worldwide.

We are delighted to be involved with the Bangor Business Awards once again and particularly to sponsor the category of Customer Service – Multiple Retailers as Denman counts Boots, Sainsbury's, Superdrug, Asda, John Lewis and Waitrose amongst its key retail accounts.

In these challenging economic times achieving exceptional levels of customer service will be essential to securing customer loyalty and building a profitable business. Best of luck to all the entrants.

Tourism and Hospitality Award

Sponsored by:

Drumbo Park

JUDGED BY: Mystery Shoppers

Tourism is an integral part of the Bangor business economy, and this award is designed to celebrate the tourism business which 'goes the extra mile' to provide an excellent and memorable guest experience.

The winner of this category will be able to demonstrate their commitment to customer care and show how their clients and customers can enjoy a fun-filled experience whilst visiting the business.

Mystery shoppers will visit your business to experience your unique offering for themselves. They will report on all aspects of the customer experience paying particular attention to:

- The initial impact of the attraction/business
- How staff interact with customers and enhance the customer experience
- What you do that goes beyond customer expectations
- How the services and facilities you provide exceed customers needs
- How you help promote the local area

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A Word From The Sponsor

Here at Drumbo Park, we understand the need for a great tourist facility and there's nothing to match the buzz of greyhound racing. Drumbo Park offers 3 race nights a week (Thursday, Friday and Saturday) and a unique dining experience with Stonebridge @ the Park, with its panoramic views of the track and minutes from both Belfast and Lisburn. So, whether it's a friends or family night out, a corporate or fundraising night you're sure to have a brilliant time.

Business Excellence Award

Sponsored by:

Sainsbury's

JUDGED BY: Written Category

Excellence in business practice is about customer focus and innovation, not just size or sales. Applications for this award are invited from businesses that can demonstrate excellence and innovation in one or more of the following areas: - Customer Service, Business Development or Management Process.

Please answer the following questions in 4 pages or less. Supplementary evidence should also be provided.

- 1) Detail any management and system procedures that you have implemented that have measurably enhanced the operation and competitiveness of your organisation.
- 2) Detail how you have identified a customer need and/or delivered excellent customer service.
- 3) Detail any business growth that your organisation has experienced and describe how this has had a positive impact on your organisation.
- 4) Detail the development of a product and/or service that has had a major impact on the growth of your organisation and has enhanced the product/service offered.

To apply, please complete the Expression of Interest form and return it to:

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1st Floor
Glenford Road
Newtownards
Co. Down
BT23 4AU

All entries are treated in the strictest confidence.

A Word From The Sponsor

Sainsbury's is delighted to be sponsoring this new Business Excellence Award which recognises innovation and customer focus, key factors in any dynamic and successful company and key drivers in Sainsbury's own success.

We're very much looking forward to opening our new store in Bangor later this year and bringing 250 new jobs to the area; we look forward to playing our part in Bangor's thriving local business community.

Business Growth Award

Sponsored by:
**Signal Centre
of Business Excellence**

JUDGED BY: Short Application form & Interview

This award is aimed at any business – large or small, that is able to show a margin of growth in these extremely difficult trading times.

During the interview, you should be able to tell us how you have taken opportunities and expanded your markets to stay ahead of the competition.

Judges will be looking for evidence of:

- Financial and performance growth
- What challenges you have met and how you have successfully overcome these
- How you have identified significant growth areas and how you plan to exploit these

You will be asked to complete a **SHORT APPLICATION FORM** to provide evidence to support your submission; this will then be short listed with the short listed entrants interviewed to provide more information and give the judges a clear understanding of what makes you deserve a Bangor Business Award.

Complete the Expression of Interest form and return it to:

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1st Floor
Glenford Road
Newtownards
Co. Down
BT23 4AU

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A Word From The Sponsor

Growth is a reflection of the hard work, commitment and success of a business.

SIGNAL, understanding that growth issues affect businesses in different ways, works with companies to address these on a tailored needs basis by delivering a bespoke Business Improvement Programme, Know-How modules, Grow-How seminars and Advice sessions in addition to: one to one Business Advice, Market Research and Networking events.

SIGNAL is pleased to once again support the Bangor Business Awards by sponsoring the Business Growth Category.

Best Neighbourhood Business Award

NEW AWARD FOR 2009!

Sponsored by:
Nationwide

JUDGED BY: Mystery Shoppers

This is a new award for 2009 and one that hopes to reward those essential businesses that we all frequent.

It is aimed at our local Corner shop / Centra / Spar / Garage shop etc

These businesses are perceived as 'mini supermarkets' and play an integral part in all of our shopping habits.

Mystery shoppers will visit your premises and will specifically be looking at:

- Opening times and accessibility (including parking)
- Store layout
- Product and service offering
- Customer Service and how staff interact with the customers

Complete the Expression of Interest form and return it to:

Bangor Business Awards 2009
c/o. XL-ents Ltd
1st Floor
Glenford Road
Newtownards
Co. Down
BT23 4AU

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A Word From The Sponsor

Nationwide Building Society is delighted to sponsor the **Best Neighbourhood Business Award**.

We have a loyal customer base in Bangor that is growing and we recognise that local businesses are the life blood of the town.

We hope the company that wins this category will enjoy the recognition and use it to become even more successful.

Our Bangor branch has been in Main Street for over 30 years delivering financial services and meeting members' needs.

Nationwide is the UK's largest building society and is a strong modern mutual organisation owned by its members. The society is prudently run and our focus is on delivering security and long term good value to members.

Mrs Jane Weatherall, Branch Manager
0845 2660942.

Thanks to the Sponsors



Customer Service - Service Sector

Sponsored by:

J Hatty & Co.

JUDGED BY: Mystery Shoppers

This award category is designed to give all service sector businesses the opportunity to show how they place their customer at the very centre of their business.

The winner will be able to demonstrate their sincere commitment to customer care through their ability to meet the needs of their customers.

Mystery shoppers (and) mystery phone calls will visit / call your business to experience your business. They will report on all aspects of the customer experience paying particular attention to:

- The initial impact of the business
- How staff interact with customers and enhance the customer experience
- What you do that goes beyond customer expectations
- How the services and facilities you provide exceed customers needs

Complete the Expression of Interest form and return it to:

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C/o XL-ents Ltd
1st Floor
Glenford Road
Newtownards
Co Down
BT23 4AU

All entries are treated in the strictest confidence.

Innovation Award

Sponsored by:

South Eastern Regional College

JUDGED BY: Short Entry Form & Interview

This award is open to businesses that have introduced an innovative product, process, service or other activity that has had an impact on their business.

A SHORT APPLICATION FORM will be forwarded to you for completion of the following questions. All applications will then be short listed with the short listed applicants and interviewed by an expert business panel (at an arranged time):

Judges will be looking for evidence of:

- An overview of the original plans for your innovative product / process / service / other
- An indication of the manpower and cost involved
- The measurable advantages and improvements that your innovation has brought to your business

Complete the Expression of Interest form and return it to:

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c/o. XL-ents Ltd
1st Floor
Glenford Road
Newtownards
Co. Down
BT23 4AU

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A Word From The Sponsor

We started business in Bangor in 1974 and our development and growth over the years is undoubtedly linked to the growth of the business community in the Bangor area. We have now three offices, Bangor as head office, Armagh and Portadown and as the founding member of the Province wide Alliance of insurance brokers we are represented all across the Province.

A Word From The Sponsor

South Eastern Regional College, through a Culture of Excellence, promotes innovation within our local community and economy. Hundreds of businesses and over 26,000 individuals avail of our training and development services on an annual basis. Innovation is promoted in the business sector through the provision of practical services such as product testing, prototyping, business improvement consultancy and business development guidance. Recently the College achieved the Business Eye/UTV award and was a National Training Awards finalist in recognition of our innovative work with businesses.

Best Bangor Eatery

Sponsored by:

Barnams

JUDGED BY: Mystery Shoppers

Eating out is a popular activity in Bangor, and the wide range of eating establishments play a vital role in the local economy both in terms of employment and providing an important service.

This award gives these businesses a chance to show how they set the standards for others in the provision of quality service, food and drink to the public.

If you are a Bangor restaurant, hotel, bistro, café or take away that wants to be recognised for your fine contribution to the food-loving Bangor public then this is the award for you to enter.

This award is judged by mystery diners who will visit your business to sample your unique offering. They will report on all aspects of the customer experience, looking at:

- The atmosphere and ambience created in the establishment
- Standards of housekeeping and hygiene
- The focus on service excellence
- The quality and variety of food

To apply, please complete the Expression of Interest form and return it to:

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C/o XL-ents Ltd
1st Floor
Glenford Road
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All entries are treated in the strictest confidence.

A Word From The Sponsor

Barnam's Ice Cream is a local company based in Bangor. They make a wide and varied range of delicious ice creams and sorbets using the finest ingredients from across the world.

Supplying hotels, restaurants & retail outlets, Barnam's Ice Cream is quickly becoming a familiar brand within the catering industry and is delighted to sponsor the Best Bangor Eatery Award.

Barnam's ice cream would like to wish everyone taking part in this particularly demanding category, the very best of luck.

Best Licensed Venue

A Word From The Sponsor

The North Down Community Safety Partnership is funded by the Northern Ireland Office, Community Safety Unit and assisted by North Down Borough Council. It is focused on creating a safer environment for all of North Down's citizens and achieves this by creating partnerships with other agencies and community based groups. Once strategies are developed the NDCSP can offer partnership funding to help creating change within society.

This is the third year that the NDCSP has offered sponsorship in this manner but does so in the spirit of seeking to maintain the pace of "positive" change within Bangor's evening economy whereby publicans and those engaged in the sale of alcohol will be aware of the impact their industry has on the broader community and to their customers.

As is always the case it is the small minority of troublesome individuals that the greater majority must legislate for to protect and reduce harm. Licensees are and can continue to play a very significant role in making the evening economy safe for everyone. 2008 saw the introduction of a range of community safety initiatives for licensed premises in North Down. Numerous premises have taken steps in this direction and this award goes to the premises that shows most promise and sets the trend for the future. NDCSPs promotion of good practice amongst a range of stakeholders in our town centres is only one of its aims in,

"Making North Down a Safer Place to Live, Work and Relax".

Sponsored by:

Community Safety Partnership

JUDGED BY: Written Category

This award is designed to attract applications from licensed premises that place safety and the well being of their customers at the very heart of their business.

The winner will uphold "best practice" standards in all aspects of the business setting an example to others in the industry.

This category will be judged by mystery shoppers who will pay particular attention to the following criteria:

- Exterior, and Interior décor and layout
- Evidence of Robust Measures to restrict underage access
- Whether the venue is a participant in 'Bangor Against Night-time Disorder' B.A.N.D. Exclusion scheme
- If the venue participates in Radiolink scheme
- Ambience of the premises
- Customer care and evidence of appropriately trained staff
- Range of products available
- Hygiene and cleanliness
- Entertainment on offer
- Appropriate levels of security

Complete the Expression of Interest form and return it to:

Bangor Business Awards 2009
C/o XL-ents Ltd
1st Floor
Glenford Road
Newtownards
Co Down
BT23 4AU

All entries are treated in the strictest confidence.

Best Export Growth in Manufacturing and Tradeable Services Award

Sponsored by:
Invest Northern Ireland

JUDGED BY: Written Category

This category is open to all businesses that are successfully trading outside of Northern Ireland, including ROI, UK and beyond.

The winning business will be able to clearly demonstrate their experiences in planning, managing and sustaining business activities and sales outside Northern Ireland.

Judges will be looking for evidence of:

- How your export market was identified and targeted
- How you overcame obstacles encountered
- How you monitor your sales activity
- How you plan to expand your market share

You will be sent an application form for completion of these questions and can submit supplementary evidence to support your application.

Complete the Expression of Interest form and return it to:

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c/o. XL-ents Ltd
1st Floor
Glenford Road
Newtownards
Co Down
BT23 4AU

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A Word From The Sponsor

Invest NI is very proud to be supporting the 2009 Bangor Business Awards by sponsoring the Export Growth in Manufacturing & Tradeable Services Award. We believe that the key to continued commercial success lies in finding new customers, particularly in export markets, and exceeding client's expectations in terms of quality of service and support.

Our Award will recognise the business which demonstrates the most effective growth in international markets.

(Oonagh Hinds, Eastern Office Regional Manager, Invest NI)

Employee of the Year

Sponsored by:

Bangor Chamber of Commerce

ENTRY TO THIS AWARD IS BY NOMINATION

Your people are your biggest expense – and your biggest asset – is there someone in your business who is worth more than their weight in gold?

This category aims to reward any employee who consistently makes a difference to his/her company – whether through fantastic customer service, great ideas that have brought measurable benefits or by going the extra mile for customers, colleagues, and clients.

Key characteristics might be their ability to make sure the business is running smoothly, high levels of professionalism and consistently meeting high standards of business excellence and setting an example to others.

Here is your chance to nominate someone who merits this accolade and give them the recognition they deserve. Nominees should have been in their current role for at least one year.

To nominate your 'Employee of the Year' please complete Expression of Interest form and return it, **ALONG WITH A LETTER DETAILING YOUR REASONS FOR NOMINATION** to:

Bangor Business Awards 2009
C/o XL-ents Ltd
1st Floor,
Glenford Road
Newtownards
Co. Down
BT23 4AU

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A Word From The Sponsor

Employee of the Year is one of the most sought after accolades in the Bangor Business Awards as it reinforces and rewards the most important outcomes people create for your business. That is why Bangor Chamber of Commerce is pleased this year to sponsor this category in the 2009 Bangor Business Awards. By nominating that special someone from your company to be assessed as Employee of the Year you are already motivating your workforce so that they will feel rewarded, recognised and appreciated.

Commitment to the Bangor Business Community

Sponsored by:

Spectator Newspapers

JUDGED BY: Panel

We are very proud of our strong Business Community in Bangor and there are many people who work tirelessly to promote and maintain the local business economy. This award is designed to give us a chance to reward and recognise the significant contribution an individual has made over the years to the success of business organisations and support networks.

The winner may be a well known local business person, or be someone who works diligently in the background.

Here is your chance to nominate someone who merits this accolade and give him / her the recognition they deserve.

Enter your nomination on the Expression of Interest form and return it, **ALONG WITH A LETTER DETAILING YOUR REASONS FOR NOMINATION** to:

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1st Floor
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All entries are treated in the strictest confidence.

A Word From The Sponsor

Spectator Newspapers is delighted to sponsor the 2009 Commitment to Bangor Award. We feel strongly about this particular award having been printing and publishing in Bangor for over 100 years. Spectator Newspapers is very proud to have very close business and personal relationships with both long established and new businesses in the town.

We would like to note that all nominees in this category whoever should win have all contributed a great deal to Bangor business and the whole community.



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E-mail: info@clandeboloyelodge.co.uk
Book on-line at
www.clandeboloyelodge.com

**VENUE FOR
BANGOR BUSINESS AWARDS
GALA NIGHT,
THURSDAY 21ST MAY 2009**

The Awards Process - and Key Dates

JUDGING: Independently carried out for ALL categories, via a combination of Mystery Shopping; Mystery telephone calls; Assessment of the short application form, written submissions and interview panels.

TO ENTER AN AWARD:

Step 1

Check the criteria on each award within this brochure and decide which ones you are interested in and eligible for.

If you need any help with this phone the Awards Helpline on 028 9181 9701

- Complete the 'Expression of Interest' form on the back page of this brochure and return it to:
Bangor Business Awards 2009
c/o XL-ents Ltd
1st Floor Glenford Road
Newtownards BT23 4AU

- **EXPRESSION OF INTEREST FORMS MUST BE RETURNED BY Friday 27th March 2009**

Step 2

Application forms will be sent to all entrants who have entered **WRITTEN AWARD CATEGORIES**

Fully written categories are:

- Business Excellence Award
- Export Growth in Manufacturing & Tradeable Services Award

Short Application form categories **PLUS** interview:

- Business Growth Award
- Innovation Award

Interview categories:

- Best New Business

Industry expert visit:

- Commercial Premises Award

Mystery Visit categories:

- Customer Service - Independent Retailer
- Customer Service - Multiple Retailer
- Tourism & Hospitality Award
- Best Neighbourhood Business
- Customer Service - Service Sector
- Best Bangor Eatery
- Licensed Venue

NOMINATION Categories:

- Employee of the Year
- Commitment to the Bangor Business Community Award

Step 3

Deadline for the return of Expression of Interest Forms: Friday 27th March 2009

Step 4

Deadline for the return of all written submissions and short application forms: Friday 10th April 2009

Step 5 - Mid-April onwards

Monday 13th April onwards, written submissions, short application forms distributed to panels of independent judges for assessment.

Applicants, who make it through to the Interview stage, will be contacted to arrange suitable time for the interview.

Mystery Shoppers out and about in Bangor!

Step 6 - End of April 2009

Results for all categories will be collated and finalists will be notified in plenty of time to buy your Gala tickets!

From now onwards!

Book your tickets for the Gala Awards Evening.

Contact Town Centre Management on 028 9147 9651

Expression of Interest Form

Contact Name: _____

Organisation: _____

Address: _____

Postcode: _____

Telephone: _____

Email: _____

2009 Award Categories

- Customer Service - Independent Retailer
- Commercial Premises Award
- Best New Business Award
- Customer Service - Multiple Retailer
- Tourism and Hospitality Award
- Business Excellence Award
- Business Growth Award
- Best Neighbourhood Business
- Customer Service Award - Service Sector
- Innovation Award
- Best Bangor Eatery
- Best Licensed Venue
- Export Growth in Manufacturing & Tradeable Services
- Employee of the Year
- Commitment to the Bangor Business Community

My nomination for Employee of the Year is: _____

My nomination for Commitment to the Bangor Business Community is: _____

Signed By: _____ Date: _____

Please return this form to Bangor Business Awards 2009 c/o XL-ents Ltd, 1st Floor, Glenford Road, Newtownards, BT23 4AU.

RETURN YOUR EXPRESSION OF INTEREST FORM BY FRIDAY 27TH MARCH 2009

Awards Helpline: 028 9181 9701