



JUDGING CRITERIA

RETAILER AND YOUNG RETAILER OF THE YEAR

(hardware & building merchants)

NOMINATIONS

Head Office / Support Office put forward individuals in each category. Individual entry and supplier nominations are also accepted.

STAGE 1

(CONTRIBUTES TO 10% TOTAL SCORE)

Entry Criteria will include:

- Current position and responsibilities
- Work history
- Growth of your division over last financial year
- Short question
- Entry is signed off by manager / direct report / head office

SEMI FINALISTS ARE CHOSEN AND PUT FORWARD TO NEXT STAGE

STAGE 2

(CONTRIBUTES TO 20% TOTAL SCORE)

Part 1	Current Responsibilities	10 points
Part 2	Best Achievement	15 points
Part 3	Training Courses	15 points
Part 4	Outline Career Goals	20 points
Part 5	Tell us why you feel you qualify	20 points
Part 6	Judges' overall impression	20 points
Total		100 points

FINALISTS ARE CHOSEN AND PUT FORWARD TO NEXT STAGE

STAGE 3

Finalists receive an in store visit from judge

(CONTRIBUTES TO 7.5% TOTAL SCORE)

Finalists are independently mystery shopped

(CONTRIBUTES TO 7.5% TOTAL SCORE)

Finalists are given relevant topic to present to judging panel

(CONTRIBUTES TO 40% TOTAL SCORE)

Presentation scored on following:

Understanding topic	10 points
Exploration & Analysis	10 points
Accuracy & Analysis	10 points
Presentation Skills	10 points
Total	40 points

Judges' Question & Answer session

(CONTRIBUTES TO 15% TOTAL SCORE)

TOTAL SCORE 100%

TRADE ACCOUNT MANAGER AND SUPPLIER ACCOUNT MANAGER OF THE YEAR

NOMINATIONS: TRADE ACCOUNT MANAGER

Branch managers or direct reports and Head Offices may put forward nominations. Individual entry and supplier nominations are also accepted.

NOMINATIONS: SUPPLIER ACCOUNT MANAGER

Sales managers or direct reports may put forward nominations. Individual entry and retail/merchant store nominations are also accepted.

STAGE 1

(CONTRIBUTES TO 30% TOTAL SCORE)

Entry Criteria will include:

Current position and responsibilities	10 points
Intended career path within industry	10 points
Account Manager role	15 points
Training courses	15 points
Your best achievement	15 points
Tell us why you feel you qualify	10 points
Validation of entry	10 points
Judges' overall impression	15 points
Total	100 points

STAGE 2

Customer satisfaction:

(CONTRIBUTES TO 20% TOTAL SCORE)

- Semi-finalists then supply contact details for their top 15 customer accounts
- A mystery phone interview is undertaken with random customers

STAGE 3

Finalists are given a relevant topic to present to judging panel

(CONTRIBUTES TO 40% TOTAL SCORE)

Presentation scored on following:

Understanding subject	10 points
Exploration & Analysis	10 points
Accuracy & Analysis	10 points
Presentation skills	10 points
Total	40 points

Judges Question & Answer session

(CONTRIBUTES TO 10% TOTAL SCORE)

TOTAL SCORE 100%

JUDGING CRITERIA CONTINUED

RETAIL STORE OF THE YEAR

UNDER 4000M² / OVER 4000M²

(of retail store area)

NOMINATIONS

Head Office / Support Office supply top four stores in each category. Individual store entry and supplier nominations are also accepted.

- All nominations are judged by approximately 70 industry suppliers
- Judges provide their top 5 in each category

(CONTRIBUTES TO 80% TOTAL SCORE)

Judging Criteria will include:

- Exterior & Interior
- Store layout, fittings promotions and merchandising
- Staff
- Extra facilities

All judges' scores are collated and 3 finalists are chosen in each category

Mystery shop is undertaken

(CONTRIBUTES TO 20% TOTAL SCORE)

Points collated and winner found
TOTAL SCORE 100%

TRADE STORE OF THE YEAR

Head Office / Support Office supply their top 4 stores in each category. Individual store entry and supplier nominations are also accepted.

All nominations are judged by approximately 40 trade suppliers.

Judges provide their top 5 in each category.

(CONTRIBUTES TO 70% TOTAL SCORE)

Judging Criteria will include:

- Yard
- Trade floor/showroom and counter
- Staff
- Extra facilities

Trade customer satisfaction:

(CONTRIBUTES TO 30% TOTAL SCORE)

Finalists then supply contact details for their top 25 trade accounts.

A mystery phone interview is undertaken with random customers.

TOTAL SCORE 100%

SUPPLIER OF THE YEAR

NOMINATIONS

Head Office / Support Office provide supplier lists to ensure all major suppliers are included.

Judging will be by a selection of retail/merchant stores and head offices across the major retail groups. A minimum of 25 stores will make up the judging panel.

STAGE 1

To make up the judging panel, Head Office / Support Office are approached and asked to supply 4 stores to vote on their behalf. Stores are requested to be of a good regional spread.

One representative at Head Office level also votes on behalf of the Group.

STAGE 2

All applicable suppliers are placed in appropriate 5 categories.

- Building Supplies
- Lawn & Garden
- General Hardware
- Hand & Power Tools
- Painting & Decorating

STAGE 3

Online judging forms are sent to Head Office and store judges who choose their top 3 suppliers in each category and allocate points on the following criteria.

Account Management	25 points
Stock	30 points
Product Support	15 points
Service Warranty Returns	15 points
Innovation	15 points
Total	100 points

STAGE 4

Judging forms are collected and scored as follows:

Retail store judges top 3 suppliers are allocated	3, 2 or 1 points
Head Office judges top 3 suppliers are allocated	9, 6 or 3 points

Points are collated, the winner and finalist in each of the six categories are selected.



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