



## CATEGORY – 02 – TOURIST ACCOMMODATION

### C-3) Specified Tourist Services

#### c-4 Best Sustainable and Green Practices

**This category is open to tourist service operators providing sustainable development , practices that can lead to more environmentally friendly and ecologically responsible lifestyles, adopting business strategies and activities that meet the needs of the enterprise and its stakeholders today while protecting, sustaining and enhancing the human and natural resources for future.**

#### ***Important reminders:***

*Entrants must ensure their answers refer specifically to the product and category they are entering.*

*Entrants are encouraged to answer questions to highlight participation in tourism-related accreditation programs.*

#### **Question 1. Product (25 points)**

- a) Provide a general overview of the nature and history of your sustainable practices. You must demonstrate your eligibility for entry in this category as outlined in the descriptor above.
- b) Describe activities and services you offer as an exemplary manner .

#### **Question 2. Sustainable Plans (25 points)**

- a) Describe the key features of your plans for example goals, strategies and outcomes.
- b) Demonstrate your financial viability due to sustainable conservation.
- c) Describe the risk issues you have identified and summarise the risk mitigation strategies you have put in place.
- d) What policies do you have in place for managing and maintaining sustainable practices.
- e) Demonstrate your involvement and contribution to, the tourism industry. Explain how it contributes to the success of your activities and the tourism industry as a whole.

***TIPS: Part a) Explain what you were trying to achieve i.e. your vision and how you went about it and the related outcomes.***



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### Question 3. Customer Service and Professional Development (25 points)

- a) Explain how you achieve and maintain quality customer service/experience throughout the organisation.
- b) State the human resources involvement and explain how you identify and determine professional development needs.
- c) Describe the range of training/skill development programs undertaken for the employees and local community .

*TIPS: Part a) Consider how you stay abreast of industry developments. Other points to consider could include your repeat sustainable strategy, feedback collection and changes implemented based on feedback.*

### Question 4. Sustainability and Innovation (25 points)

- a) Describe and demonstrate your commitment to environmental sustainability and green practises .
- b) Describe how is your activities benefits and respects the local community values and culture.
- c) Describe any innovations that have taken place during the qualifying period to improve the sustainable environment.

*TIPS: Part a) This could include use of recycle energy water conservation, building design and location, waste management, recycling, tree planting, engaging environmentally sensitive procedures and accreditation programs.*

*Part b) Benefits to the local community could include apprenticeships, in-kind contributions, employment of local residents, partnerships with community-based organisations etc. you could explain the use of local products and services for the benefit and upliftment of living standard of local community*

**Total score: 100 points**