

William Angliss EcoGuide Award of Excellence 2009

To apply for the William Angliss EcoGuide Award of Excellence, applicants should be certified EcoGuides and address all of the following criteria:

Question 1 – Overview and history

Maximum 100 words

Provide a general description of your guiding experience. For example what types of guiding are you involved in, the size of groups, location, duration, frequency of tour.

Question 2 – Motivation and beliefs

Maximum 100 words

Explain what motivates you and what you believe you contribute to the industry in your role as an EcoGuide, both in your day to day work and in any voluntary involvement with industry and/or conservation organisations.

Question 3 – Objectives/message

Maximum 100 words

Provide a description of a recent guiding experience, stating the objectives, theme/message, targeted audience and the overall experience generated for the visitor.

Question 4 – Technique

Maximum 100 words

Explain the techniques and approaches that you use to interpret the indigenous, cultural and natural values on a tour.

Question 5 – Innovation

Maximum 100 words

Describe the innovations in design and presentation that you use, to create a memorable and distinctive experience for your clients.

Question 6 – Customer Service

Maximum 100 words

Explain how you ensure a standard of quality in your customer service. Provide evidence of this, with documentation such as letters of appreciation, visitor book comments and surveys etc.

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Your submission should be no longer than 4 A4 pages in length.

The winner of this award will be selected from a shortlist of finalists by a specialised judging panel. Finalists may be asked to attend a telephone interview with the judging panel.

Applications close 5.00pm Friday 16th October.

All applications are to be mailed to:

**EcoGuide Awards
PO Box 881
Fortitude Valley QLD 4006**

Or emailed to: Admin@ecotourism.org.au

and must be received by last mail on Friday 16th October 2009.