

# Remarkable Cuppa Award

Recognises excellent cafés, tea rooms, and coffee shops, that offer delicious food, sweet treats, a great cuppa and excellent service.

## Eligibility criteria

- Directly involved in tourism, making a contribution to the visitor economy with a significant proportion of business generated by people visiting from outside the local area.
- This category is open to food service businesses such as cafés, tea rooms, coffee shops, etc.
- Offers elements of 'service' provided, e.g. table service, ordering at counter, payment at tills and clearing tables.
- The business must have a clear commitment to sourcing and producing high quality local food and/or drink.
- Access to toilet facilities that are either within or adjacent to the business.
- The business must be open to the public/ non-residents and does not require payment of an admission fee to access the eatery.
- A single site from an independent, chain or group operator.
- Businesses that serve food must have a minimum food hygiene rating of three out of five. The competition organisers reserve the right to refuse an application if this minimum requirement is not met at any point prior to the awards ceremony. An exception is made for new businesses who have not yet been graded.
- Businesses that have been trading for at least three months and up to two years when applications open, are strongly recommended to apply to the New Tourism Business of the Year category before considering applying to any other categories.
  - For the purpose of eligibility for this competition, 'trading' means serving customers. If the business has not been trading this long, then they will need to wait to apply to the competition in 2025/26
- Applications from a chain or group operator must relate to a single site and not multiple sites.

Cuppa Application:

<b>Applicant &amp; Business Details</b>		<b>(Not scored)</b>
Applicant's Name		
Applicant's Job Title		
Applicant's Phone Number		
Applicant's Email		
<b>Business Name</b> Give the name you use when promoting your business, as you wish it to appear in all publicity materials, on certificates, in presentations etc.		
Business Address		
<b>Closures during judging period</b> (the judging period runs from 18 <sup>th</sup> August to 22 <sup>nd</sup> October 2023)		
<b>Promotional description</b> Provide a promotional description of your business. <ul style="list-style-type: none"> <li>• Focus on its strengths and stand out features</li> <li>• Write your description with regard to this category</li> <li>• This wording will be used in PR and awards literature if you are short listed as a finalist</li> <li>• Wording provided is subject to edit</li> <li>• 120 word maximum</li> </ul>		
Promotional images		

Provide up to three landscape high resolution photos.

- Photos should relate to this category
- Photos should not be edited in any way e.g. embedded text or logos, a collage
- Only include photos that you own the copyright for
- If the photo requires a credit e.g. photographer, please provide details
- These photos will be used in PR and awards literature if you are short listed as a finalist

### **Online presence & reviews**

(this section is 30% of the final score)

- Social Media & Website = 20%
- Online Reviews = 10%

**Provide links to your online presence, which will be reviewed and scored by judges in addition to your answers to the four questions. Other sites may also be checked.**

**As part of this review, judges will be looking for evidence of your commitment to Accessible and Inclusive Tourism and Ethical, Responsible and Sustainable Tourism.**

Enter the website URL here.

### **Accessibility & inclusivity information**

Provide links to your accessibility and inclusivity information.

Enter the accessibility & inclusivity information URL here.

### **Sustainability information**

Provide links to your sustainability information.

Enter the sustainability information URL here.

Provide links to all business pages/profiles on Facebook, Instagram etc. and X (formerly Twitter) handles

Enter the social media URL here.

### **Online review sites**

Provide specific links to customer review listings for your business e.g. TripAdvisor, Facebook, Booking.com, Google, Euan's Guide, UpFront Reviews

Enter the online review URL here.

### **Your Top Qualities**

**Tell us about 5 ways in which your business is impressive compared to your competitors (500 words maximum)**

Describe the unique selling points, strengths and essence of your business.

Judges will be looking for detailed examples of quality from across the business.

One or more of the following example areas may be relevant to address in your answer (it is not mandatory to cover every area):

- Quality of your core product and customer experience
- Added extras that delight your customers
- Use and promotion of local suppliers and locally grown, produced or home-made produce
- How you care for your team
- The use and development of regional specialities
- Innovative marketing and PR, including partnerships with other businesses
- Innovative adaption, diversification and resilience building
- Facilities and welcome for people with a range of accessibility requirements
  - For example, this may include information provision, adapted customer experiences, accessible facilities for people with a range of impairments, employing disabled staff and staff disability awareness training
- Managing and improving environmental, social and economic impacts
  - For example, this may include a carbon reduction plan, energy and waste monitoring, green transport, community initiatives and responsible purchasing

### **Your Recent Improvements**

**Tell us about 5 ways in which you have developed your business and/or improved the customer experience over the last two years (500 words maximum)**

Explain your reasons for making the improvements and indicate which parts of the business are impacted.

Judges will be looking for examples of improvements from across the business.

One or more of the following example areas may be relevant to address in your answer (it is not mandatory to cover every area):

(Only include examples of improvements undertaken in the last two years.)

- Has your customer service developed.
- Has your customer feedback or industry trends influenced what you offer
- Promotional initiatives e.g. new website

- Improving the skills of you and your team
- Expansion, upgrade of facilities, enhancements to your services
- Facilities and welcome for people with a range of accessibility requirements
  - For example, this may include information provision, adapted customer experiences, accessible facilities for people with a range of impairments, employing disabled staff and staff disability awareness training
- Managing and improving environmental, social and economic impacts
  - For example, this may include a carbon reduction plan, energy and waste monitoring, green transport, community initiatives and responsible purchasing
- Innovative adaption, diversification and/ or resilience building
- Use of digital technologies, such as automated services, robotics and artificial intelligence (AI)
- Approximate date of improvement

### **Your results**

**Tell us about 3 successes from the last year, providing figures where relevant (300 words maximum)**

Judges will be looking for detailed examples of successes from across the business.

One or more of the following example areas may be relevant to address in your answer (it is not mandatory to cover every area):

- Whether you are able to attribute success directly to any of the improvements that you've made (mentioned in Question 2)
- Percentage increase in occupancy levels/visitor numbers, sales, customer satisfaction and wastage reduction
- Percentage increase in online bookings
- Increase in repeat business
- Business generated from marketing activity
- Growth of social media following and engagement
- The significance of the level of impact on your business

**Your Future Plans**

**Tell us about three ways you will develop and promote your business over the next year and the reasons why (300 words maximum)**

Judges will be looking for detailed examples of future plans from across the business, with a clear rationale.

One or more of the following example areas may be relevant to address in your answer (it is not mandatory to cover every area):

- Continued adaption, diversification and resilience building
- Facilities and welcome for people with a range of accessibility requirements
  - For example, this may include information provision, adapted customer experiences, accessible facilities for people with a range of impairments, employing disabled staff and staff disability awareness training
- Managing and improving environmental, social and economic impacts
  - For example, this may include a carbon reduction plan, energy and waste monitoring, green transport, community initiatives and responsible purchasing
- Expansion, upgrade of facilities, enhancements to your services
- Improving the skills of you and your team
- Marketing and PR, including partnerships with other businesses
- Operational efficiency
- Use of digital technologies, such as automated services, robotics and artificial intelligence (AI)
- Developing the food and beverage offering with regard to providing regional specialities and sourcing locally grown, produced or home-made produce



