

6 Clare Business Excellence Awards

Celebrating 10 years

Lead Sponsor



COMHAIRLE CONTAE AN CHLÁIR CLARE COUNTY COUNCIL



CLARE COUNTY COUNCIL IS DELIGHTED TO SPONSOR THE CLARE BUSINESS EXCELLENCE AWARDS



Áras Contae an Chláir, New Road, Ennis, Co. Clare, V95 DXP2 ☎ 065 6821616 ☎ customerservices@clarecoco.ie ④ www.clarecoco.ie Follow us on 🗗 🎔 බ 🕞

Introduction

Welcome to Clare Business Excellence Awards 2019.

I have engaged with Clare Business Excellence Awards since their inception, and therefore know first-hand the value and opportunity they offer businesses to compete and differentiate in these changing times.

For businesses operating across County Clare, be they small, medium or large, the benefits of entering these awards are immense. There's the benchmarking aspect, but also winning an established and credible award such as a Clare business Excellence Award feeds into a businesses' ability to attract and retain talent and is a 'door-opener' for new business.

For awards to survive and remain strong, it's important to keep them fresh and relevant. Last year we introduced two new categories, namely 'Leadership in CSR' (won by intel, Shannon) and 'Best Community/



Gwen Culligan President | Ennis Chamber 2019

Voluntary Group' (won by 12 o' Clock Hills Project, Kilkishen). This year we are proud to introduce two new and timely categories, 'Best Green & Sustainable Practices', sponsored by CupPrint and 'Best use of Digital Marketing/Social Media' – sponsored by Treacy's West County Hotel.

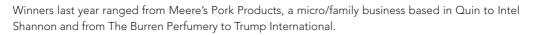
While we thank each of our category sponsors, listed within this brochure, we would like to acknowledge and pay tribute to Clare County Council for continuing in its role as main sponsor of Clare Business Excellence Awards 2019 underpinning its commitment to maintain county Clare's standing as a great place to live and do business.

GWEN CULLIGAN President, Ennis Chamber | 2019

Clare Business Excellence Awards benchmark and celebrate excellence and outstanding achievement amongst businesses operating in the county, and as such Clare County Council is proud to fulfil the role of main sponsor.

This is the tenth consecutive running of Clare Business Excellence Awards, and a big part of its continued success is the mix of award categories it offers, together with the organiser's willingness to continuously up-date categories to reflect the diverse and evolving business landscape in County Clare.

Clare Business Excellence Awards present an opportunity for all types and sizes of business to enter. What is particularly heartening is knowing that businesses from every corner of the county participate, as evident from the list of winners and finalists over the years.



I encourage businesses to enter these awards, as an opportunity to receive constructive feedback from independent adjudicators and to benchmark their performance against competitors.

On behalf of Clare County Council, I wish all those businesses participating in this year's Clare Business Excellence Awards the very best of luck and I look forward to meeting the finalists at the Awards Gala on November 21st.

CLLR. CATHAL CROWE Mayor of Clare | 2019



Clir. Cathal Crowe Mayor of Clare 2019

ENTRIES & JUDGING

Why Enter the Clare Business Excellence Awards 2019?

It makes good business sense on many levels, it provides:

- □ A benchmarking opportunity
- □ Independent judges feedback
- □ A means to differentiate you from competitors
- □ Brand awareness building
- Recognition of your businesses achievements and successes
- Access to new customers (opens doors)
- $\hfill\square$ Boost to staff morale and helps attract and retain talent

Cost Per Entry:€100Can you enter more than one category?Yes

NB: □ Cost per entry for restaurants/cafes /bistros is €100 plus voucher (value at entrants own discretion) to be redeemed by mystery diner (after they have dined!)

□ FREE entry for Best Voluntary/Community Group category

Entries Deadline:	Friday August 16
Adjudication:	Starts Monday August 17
Judging the Winners	Sp o tcheck

To ensure independent, impartial and professional adjudication, Ennis Chamber has retained the services of Spotcheck NI.

Spstcheck

ABOUT THE JUDGING PANEL

Spotcheck has successfully measured businesses performance and customer perceptions for over ten years and provides a wide range of business consultancy, customer measurement and training services. Spotcheck currently provides independent judging for business awards throughout Ireland – from local business awards to nationwide industry sector awards, making sure all entrants are judged fairly, consistently and independently.

For more information visit www.spotcheckni.co.uk or Tel: 00 44 28 90 454 062.

Bank of Ireland (S)

For small steps, for big steps, for life

Bank of Ireland is committed to supporting Irish SMEs and helping them get the lending they need. We have a banking relationship with one in three Irish enterprises in the country and we meet with 2,000 SME customers weekly. This gives us a real insight into what is happening on the ground with Irish businesses. We receive on average 1,000 credit applications each week and over 80% of these are approved. In all, Bank of Ireland approved over €3.6 billion in credit facilities for SME and Agri customers last year.

Our growth objectives for the SME sector are also very important in the context of the overall environment, given the vital role which SMEs are playing in the recovery and growth of the domestic economy.

LAUNCH SPONSOR

Through trained staff in our nationwide branch network and sector specialist teams, our online capabilities and specifically focussed supports, including our most recent 12th National Enterprise Week held in May, we are engaging with existing and potential customers and their advisers to learn how best we can meet their needs.

With 300 Business Advisors located in over 250 branches nationwide we are well placed to meet with you and discuss your banking needs.

To arrange a meeting, please contact Gerard O'Donnell 076 6242439 email gerard.o'donnell@boi.com Caoilfhionn Hogan 076 6242410 email caoilfhionn.hogan@boi.com Branch Manager Colin Ryan 076 6242412 email colin.ryan@boi.com

CLARE BUSINESS EXCELLENCE AWARDS 2019 CATEGORIES & SPONSORS

BEST GREEN & SUSTAINABLE PRACTICES Sponsored by CupPrint	. G ` cup print
BEST MICRO BUSINESS (employing 10 people or less) Sponsored by Clare Local Enterprise Office	Difig Fiontair Áitiúi Local Enterprise Office
LEADERSHIP IN CORPORATE SOCIAL RESPONSIBILITY (CS Sponsored by Essilor	SR) ESSILOR
CLARE PROFESSIONAL SERVICES EXCELLENCE AWARD Sponsored by AIB	AIB
BEST TOURISM EXPERIENCE IN CLARE Sponsored by L.I.T.	
BEST USE OF DIGITAL MARKETING/SOCIAL MEDIA Sponsored by Treacys West County Hotel	TREACYS WEST COUNTY CONTRECT & LINDA HOTE
CLARE RETAILER OF THE YEAR sponsored by Ennis Gold Gift Vouchers	Ennis Gold
CLARE CUSTOMER SERVICE EXCELLENCE AWARD sponsored by HLB McKeogh Gallagher Ryan	HLB McKeogh Gallagher Ryan
BEST HOSPITALITY PROVIDER sponsored by Shannon Group	shannon GROUP
BEST LICENSED PREMISES – sponsored by Ennis Chamber	Ennis Chamber Extract Manual System
BEST PLACE TO EAT (2 sub-categories) sponsored by Pallas Foods	
- BEST PLACE TO EAT - RESTAURANT - BEST PLACE TO EAT - BISTRO/CAFÉ	Pallas
BEST VOLUNTARY/COMMUNITY GROUP IN CLARE sponsored by St Francis Credit Union	-SFRANCIS-
OVERALL WINNER CLARE BUSINESS EXCELLENCE AWAR Sponsored by the awards lead sponsor - Clare County Coun	0

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BEST GREEN & SUSTAINABLE PRACTICES

Sponsored by Cup Print

This award is open to businesses small or large, from across all sectors that demonstrate meaningful commitment to the implementation of green and sustainable practices.

Applicants are required to demonstrate a proven commitment to environmentally friendly and ecologically responsible business decisions, to help protect the environment and sustain its natural resources for current and future generations.

This award is independently judged by written submission. Judges will look for evidence of elements of the following:

- □ Specific steps your business has taken to be more environmentally friendly
- □ Has your business a proven commitment to green procurement?
- □ Has better environmental performance led to improved resource efficiency/ direct cost savings?
- □ Has a commitment to green practices improved access to customers?
- Does your organisation's commitment to Green Practices help you attract and retain talent?

Sponsored by CupPrint

Please download the entry form from www.ennischamber.ie/services/business-awards

Custom Printed Paper Cups #yourbrandinthehand

- Minimum order just 1000 pcs
- Ready to ship in 15 days
- Easy online order & design

CupPrint specialises in producing beautiful, branded paper cups for cafes & coffee shops, brands & events. Both regular & sustainable models available.

This fast turnaround and low Minimum Order Quantity means smaller businesses with less storage space can present their brand on a unique, high quality paper cup.

C cup print

cupprint.ie

BEST MICRO BUSINESS IN CLARE (EMPLOYING 10 PEOPLE OR LESS)

Sponsored by Clare Local Enterprise Office

This award is open to all small independently owned businesses who employ 10 staff (FTE) or less, whose growth and quality of management has enabled it to out-perform the competition.

This award is judged by written submission and judges will be looking for evidence of the following:

- Evidence of key growth areas for the business and how these have been identified
- Evidence of robust management systems appropriate to the operation of the business
- Evidence of innovation in terms of the product or service provided
- □ Evidence of a carefully planned growth strategy to sustain current success

Sponsored by Clare Local Enterprise Office



LEADERSHIP IN CORPORATE SOCIAL RESPONSIBILITY (CSR)

Sponsored by Essilor

This award celebrates the positive impact of business on the local communities in County Clare. It is designed to recognise businesses that set the standard in terms of positively impacting on the community through their Corporate Social Responsibility policy.

The applicant will be required to demonstrate innovative engagement and a clear strategy that has made a real contribution to sustainable development by delivering economic, social and/or environmental benefits for the local community.

The company can focus on one successful project including the aims, how it was rolled out, what the outcomes were including KPIs and how they were measured or more generally on its overall CSR policy – what it entails and results.

Written applications will be judged on how the company embraces their responsibility to one or more of the following:

- Evidence of how company employees are encouraged to get involved with CSR activities and the impact those activities have had on local communities (a case study on one or more CSR initiative(s) carried out over the past 12 months will suffice)
- □ Evidence of how the organisation's CSR activities have impacted other stakeholders
- Evidence how the organisation has protected the environment from industrial impact

Sponsored by Essilor

Please download the entry form from www.ennischamber.ie/services/business-awards



SEEING THE WORLD BETTER

Organic Lens Manufacturing (OLM) is part of the Essilor Group. It has been in operation in Ennis since 1991, producing semi-finished ophthalmic lenses, predominately for the European market. Essilor is the world's leading ophthalmic optics company. It designs, manufactures and markets a wide range of lenses to improve and protect eyesight. Its flagship brands are Varilux®, Crizal®, Transitions®, EyezenTM, Xperio®, Foster Grant®, BolonTM and Costa®.

PROFESSIONAL SERVICES EXCELLENCE AWARD

Sponsored by AIB

This award is open to all businesses in the professional services sector that can demonstrate excellence in business practice across the full range of their activities.

Judges will be looking for evidence of:

- Robust and sustainable management systems and procedures.
- □ Clear evidence of ongoing employee development
- A planned growth strategy in terms of all areas of the business and suitability to service users.
- Evidence of a customer focused culture that is reinforced at all levels of the business.

Company size, available finance and resources will be taken into consideration by the judges. Entrants will be asked to complete an application form to provide evidence to support their submission and give the judges a clear understanding of how they meet the award criteria.

Please note that the judges are aware of the commercial sensitivity of information provided and all submitted material will be treated in the strictest of confidence.

Sponsored by AIB

Please download the entry form from www.ennischamber.ie/services/business-awards



WEBACK BRAVE ASK HOW WE CAN HELP YOUR START-UP GROW

To book an appointment email your local Business Advisors in AIB Clare.

Darren Malone darren.p.malone@aib.ie Helen Pearse helen.f.pearse@aib.ie Yvonne Hobbs yvonne.a.hobbs@aib.ie Janet Mahony Haugh janet.f.mahony.haugh@aib.ie



Allied Irish Banks, p.l.c. is regulated by the Central Bank of Ireland.

BEST USE OF DIGITAL MARKETING /SOCIAL MEDIA

Sponsored by Treacys West County Hotel

A recent survey revealed 97 percent of the Irish population have access to a Smartphone and on average smartphone users here look at their phones 55 times a day!

(Source: Ipsos MORI)

The rise in smartphone use has underpinned the explosive growth in social media and in turn digital marketing.

A savvy digital marketing strategy is viewed as critical to increasing revenue.

Your business doesn't have to be as attached to Twitter as POTUS to enter this category, but you will need to demonstrate some of the following abilities:

- □ Explore and leverage the digital space
- □ Tell a good story on Instagram/get the best out of Facebook/harness the power of Twitter
- □ Engage with customers/drive sales/ target new leads

The judges are happy to receive applications that focus on a business's overall digital strategy across all platforms (Web/Facebook/Twitter/Instagram) or to accept applications that focus on a specific campaign.

What is essential to demonstrate is that you adopted a strategic and creative approach and got measurably positive results.

Sponsored by Treacys West County Hotel

Please download the entry form from www.ennischamber.ie/services/business-awards



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BEST TOURISM EXPERIENCE

Sponsored by LIT

This category is open to any tourism or hospitality business including visitor attractions, activity based or guided experience, museums, historic houses, gardens, exhibition centres, hotels, conference and banqueting venues.

This award will be judged initially by written submission and a brief mystery visit will form part of the judging process.

Judges will be looking for evidence of:

- □ Commitment to excellence across all areas of the business
- Sustainable and environmentally sound practices across all areas of the business, supporting and involving the local community
- □ A range of marketing activities which provide visitors with comprehensive and accessible information

Company size, available finance and resources will be taken into consideration by the judges. Entrants will be asked to complete an application form to provide evidence to support their submission and give the judges a clear understanding of how they meet the award criteria. Please provide recent photographs and brochures to support your application and where appropriate reviews and ratings.

Please note that the judges are aware of the commercial sensitivity of information provided and all submitted material will be treated in the strictest of confidence.

Sponsored by LIT



Please download the entry form from www.ennischamber.ie/services/business-awards

Learn through exploring

Find your course cao.lit.ie #makeitLIT



BEST LICENSED PREMISES IN CLARE

Sponsored by Ennis Chamber

New to the line-up of awards last year, this category attracted a good level of entries from across the county and we hope to build on that platform this year, by attracting even more entries!

This award is open to all licensed premises including bars, pubs and hotels. The winner of this award must be able to impress the judges. Clare pubs are famous for their friendliness and warmth, the judges will look for evidence of this, together with the owner/management's ability to create an environment tailored to their clientele's needs. While adhering to the best practice operational standards in the sector.

Mystery guests will assess the premises, the service and interaction with the customer and the environment provided in terms of the target market.

Areas of consideration will include:

- □ The exterior and interior impact and décor
- □ Interaction with customers
- Products and services available
- □ Hygiene and cleanliness
- Entertainment and security

Sponsored by Ennis Chamber





BEST PLACE TO EAT - BEST RESTAURANT BEST PLACE TO EAT - BEST BISTRO/CAFÉ

Sponsored by Pallas Foods

Best Place to Eat has two sub-categories to reflect the breadth of eating experiences. They are:

- 1. 'Best Place to Eat Best Restaurant in Clare'
- 2. 'Best Place to Eat Best Bistro or Café in Clare'

Both of these awards are judged by mystery diners who will visit each business to sample the unique customer experience and savour the quality of the food served.

Each entrant to this category will be judged across all aspects of services and facilities with particular emphasis on the food offering.

The mystery diner will pay particular attention to:

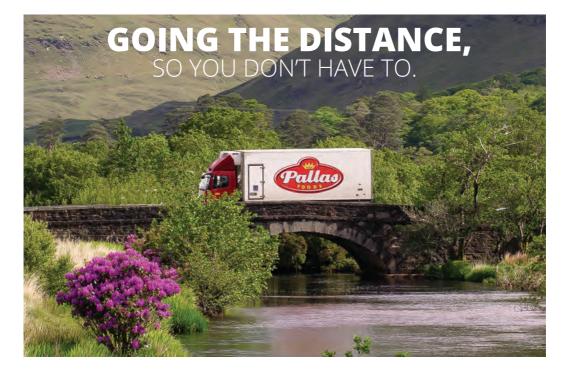
- □ The initial impact of the business/ ambience and character
- □ How staff interact with customers and enhance the customer experience
- □ An uncompromising commitment to flavour and quality of food
- Interesting and innovative menu choices
- □ Excellent and appropriate food service

Company size, available finance and resources will be taken into consideration by the judges. Entrants are asked to complete an application form to provide evidence to support their submission and give the judges a clear understanding of how they meet the award criteria.

Please note that the judges are aware of the commercial sensitivity of information provided and all submitted material will be treated in the strictest of confidence.

Entrants are asked to provide a voucher with agreed limited value to be used by the mystery diners.

Sponsored by Pallas Foods



CUSTOMER SERVICES EXCELLENCE AWARD

Sponsored by HLB McKeogh Gallagher Ryan

This category is open to any business that can demonstrate their focus on, and excellence in customer service. Mystery shoppers will look at all aspects of the service provided in terms of staff interaction and the range of services on offer as appropriate to the needs of customers.

The mystery shopper will pay particular attention to:

- □ The initial impact of the business
- \square How the staff interact with customers and enhance the customer experience
- \Box How the business exceeds customer expectations
- □ How the services provided delight the customers

Company size and resources will be taken into consideration by the judges. Entrants will be asked to complete an application form to provide evidence to support their submission and give the judges a clear understanding of how they meet the award criteria.

Please note that the judges are aware of the commercial sensitivity of information provided and all submitted material will be treated in the strictest of confidence.

Sponsored by HLB McKeogh Gallagher Ryan

Please download the entry form from www.ennischamber.ie/services/business-awards



carry on Investment Business. Registered in Ireland No 543732.

BEST HOSPITALITY PROVIDER IN CLARE

Sponsored by Shannon Group

This award is designed to celebrate the best hospitality in Clare and is open to any hospitality business that can demonstrate how they have has successfully created an attractive and guest friendly environment which exceeds expectation and delights customers.

This category will be judged by mystery guests who will pay particular attention to:

- □ The quality of the experience
- □ The range of facilities and the overall appeal to a broad range of visitors
- The initial impact of the business
- □ How the staff interact with customers and enhance the customer experience
- How the business exceeds customer expectations

Company size, available finance and resources will be taken into consideration by the judges. Entrants are asked to complete an application form to provide evidence to support their submission and give the judges a clear understanding of how they meet the award criteria.

Please note that the judges are aware of the commercial sensitivity of information provided and all submitted material will be treated in the strictest of confidence.

Entrants are asked to provide a voucher with agreed limited value to be used by the mystery diners.

sponsored by Shannon Group

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CLARE RETAILER OF THE YEAR

Sponsored by Ennis Gold Gift Vouchers

This award is open to all retailers who want to be recognised for their exceptional and unique customer offering. The winner will be able to demonstrate their individuality and innovation in merchandising, product range, services and a real understanding of their customer needs.

Mystery shoppers will visit each entrant and will be looking for:

- □ How well the product range and services reflect the type and size of the store
- □ The provision of value added services which customers may not expect to find
- □ Excellent retail standards in all areas of the store
- □ Innovative and exciting product range
- □ Excellent merchandising and display
- □ Welcoming and well-informed staff

Δ

Judges will take into consideration the company size, available finance resources and existence, or not, of an IT department. They will look at planning, implementation and evaluation of the solution, in addition to the innovation and design.

Please note that the judges are aware of the commercial sensitivity of information provided and all submitted material will be treated in the strictest of confidence.

sponsored by Ennis Gold Gift Vouchers



BEST VOLUNTARY/COMMUNITY GROUP IN CLARE

Sponsored by St Francis Credit Union

This 'FREE to Enter' award is open to voluntary and community groups, who play a significant role in enhancing the quality of life of their communities. Because these are business awards, we would like to see evidence of how the group applied sound business acumen to deliver great results.

The winning group will be awarded a trophy and a cash prize of €500

One or more of the following criteria should apply:

- □ A solid strategy/ business plan
- Evidence of good leadership, innovation or creativity
- Positive results

The purpose of this award is to acknowledge groups, powered by volunteers, who have played a significant role in enhancing the quality of life of their communities. Because these are business awards, we would like to see evidence of how the group harnessed and applied individual business or creative skills of its volunteers, to deliver great results.

Nominations are invited from: sports clubs, youth groups, Tidy Towns committees, groups committed to caring for the elderly, the vulnerable or those with special needs, and not forgetting those who organise cultural events or festivals to benefit the local community and the local economy.

This award will recognise and highlight the contribution of voluntary and community groups to the social and cultural life of County Clare

This award is FREE to enter and there is a cash prize of €500 for the winner.

sponsored by St Francis Credit Union

Please download the entry form from www.ennischamber.ie/services/business-awards

With eight branches, St Francis Credit Union is firmly embedded in communities across County Clare. Accessibility is key, with 35,500 members, we have so much to offer our members such as:

- On Line & Mobile App Facility
- □ 35 Staff Members to Serve Members □ FREE On Line & In House Transactions*
- □ 15 Volunteer Board Members
- ATM
- Late Openings
- □ Loan Products to Suit All Members*
- □ FREE Life Savings & Loan Insurance*
- □ FREE Death Benefit Insurance*
- Quick Lodge
- Foreign Exchange
- □ €41 Million In Loans to the Community.

With its finger firmly on the pulse of community life throughout The Banner, St Francis Credit Union is the perfect sponsor for the inaugural 'Best Voluntary/Community Group in Clare' award, in this year's Clare Business Excellence Awards.

This category, which is free for community groups to enter, will be adjudicated by two members of St Francis Credit Union board of management, plus a member of Ennis Chamber of Commerce Executive Board.

*T&Cs Apply. All Loans Subject to Approval St Francis Credit Union is Regulated by the Central Bank of Ireland



GALA AWARDS EVENING

Clare Business Excellence Awards 2019 gala ceremony will take place at Treacy's West County Hotel, Thursday, November 21, 2019

Tickets: €65 each, to include Prosecco Reception, 4 course meal with wine & entertainment.

Table of 10: €600

We are delighted to confirm stand-up comedian, best-selling author, award-winning broadcaster and all-round funny guy, Colm O'Regan as this year's Awards MC.

Expect plenty of laughs!

www.colmoregan.com



Colm O'Regai Awards MC

For individual or group bookings, including tables of 10, contact Ennis Chamber : info@ennischamber.ie or Tel: 065 6842988

The raffle at this year's awards gala is sponsored by Flynn Hotels, with three very stylish gourmet getaways to Cork, Kilkenny and Waterford, each for two people, to be won on the night.





Flynn Hotel Group has sponsored three very stylish gourmet getaways to Cork, Kilkenny and Dungarvan, each for two people.

Flynn Hotels is a family owned hotel group with four exceptional properties, The Imperial Hotel in Cork city centre, Newpark Hotel in Kilkenny city, Old Ground Hotel in Ennis, County Clare and The Park Hotel in Dungarvan, County Waterford.

Combining superb service, beautifully appointed rooms, fine dining and excellent facilities, the Flynn brothers John, Allen and Pierce will ensure your stay with them is a memorable one.

Whether you are looking for a city break, family getaway or romantic weekend in Ireland, Flynn Hotels is the perfect choice.

Drinks Sponsors: BWG Food Service & Value Centre





As a Member of Ennis Chamber you:

- Are part of a Strong Pro-Active and Influential Group of Businesses
- Contribute to the Promotion of Local Business and Industry
- Input to Policy decisions and Influence the Business Environment
- Can input to the town's Tourism offer and how its Promoted to potential visitors
- Access Lobbying and Representation opportunities at local, national and European levels
- Participate in Training Programmes, access Business Advice and Information
- Tap into Networking opportunities, make business contacts through the Chamber's regular networking meetings, events,

awards night and golf outings

- Can be part of Ennis Gold Gift Vouchers Scheme (free to Chamber members)
- Can avail of Certificate of Origin service for exporters national authorities

To join Ennis Chamber, request an application form from info@ennischamber.ie

6065 6842988













Ennis Chamber 54 O'Connell Street Ennis t: 065 6842988 www.ennischamber.ie

Ennis Chamber 54 O'Connell Street Ennis, Co. Clare

t: +353 (0)65 684 2988

f: +353 (0)65 682 1544

e: info@ennischamber.ie w: www.ennischamber.ie