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| **THE EXCELLENCE IN HOUSEWARES AWARDS 2019****RETAILER CATEGORIES****PLEASE SUBMIT NOMINATIONS BY MAY 31****Calling all housewares suppliers, manufacturers and distributors...We need your help to recognise and reward the best housewares retailers.**Your input is vital - along with retailers' self-nominations and submissions, your votes will help determine the Excellence in Housewares Awards 2019's retail finalists and winners. Below is a list of **The Excellence in Housewares Awards** retail categories. We would like you to nominate your two top retailers in each category - shop name and location. When making your nominations, please consider that these awards are for retailers' achievements over the last year. Please complete the categories you feel comfortable, and rest assured that your nominations remain confidential. **Your Name:****Your Company:**  **Best Department Store - Independent**Criteria: Nominees should be an individual independent department store or branch of a small group of up to three stores. Excellence in areas across the retail spectrum, including: product range, product knowledge, staff training, customer care, marketing and promotion, display and (if relevant) multi-channel retailing. **1st:****2nd:**(if possible, please include name/contact details) **Best Department Store - Multiple Branch or Group Member** Criteria: Nominees should be a specific branch of a department store chain or group of above three stores (including members of the Fenwick Group). Excellence in areas across the retail spectrum, including: product range, product knowledge, staff training, customer care, marketing and promotion, display and (if relevant) multi-channel retailing. **1st:****2nd:**(if possible, please include name/contact details)  **Excellence in Non - Specialist Multiple Retailing**Criteria: Nominees should have in excess of four stores, and stock housewares as part of their selection of goods. This includes supermarkets, home improvement stores, garden centres, home furnishing stores and general stores (but does not include department stores). The award is for excellence across the retail spectrum including product range, marketing and promotion, display and (if relevant) multi-channel retailing. **1st:****2nd:** (if possible, please include name/contact details)  **Excellence in Specialist Retailing (Multiples and Large Independents)**Criteria: Nominees should be a specialist retailer (other than a department store chain) with three stores plus an online store, or four or more stores.  They should demonstrate excellence in areas across the retail spectrum including: product range, product knowledge, staff training, customer care, marketing and promotion, display and (if relevant) multi-channel retailing. **1st:****2nd:**(if possible, please include name/contact details)  **Most Promising Newcomer**Criteria: Nominees should be a new cookshop or housewares business (not including new branches of cookshops), which has opened or started up over the past three years (ie since 1 July 2016). **1st: 2nd:** (if possible, please include name/contact details)  **Excellence in Direct Retailing**Criteria: Nominees should be retailers of housewares that use one or more non- ‘bricks and mortar’ channels as a highly significant or primary route to its consumers. Retail channels may be internet, catalogue, TV or a combination of these.**1st:****2nd:** (if possible, please include name/contact details)  **Excellence in Retailer Initiative** Criteria: This award is for a single recent initiative to promote the sale of housewares products and/or raise the profile of the shop and foster customer loyalty (from any housewares retailer, whether independent or multiple). **1st:****2nd:** (if possible, please include name/contact details) **Excellence in Retail Training** Criteria: This award is for a retailer’s approach to training for its team. This can be an on-going training programme or specific training initiative that has been instigated (or been particularly significant) in the last year. **1st:****2nd:**(if possible, please include name/contact details)  **Retail Employee Of The Year**Criteria: Nomination of retail employees who make a difference with their enthusiastic, attentive and knowledgeable service (and who could be considered ‘the unsung heroes’ of the shop floor or customer services team.) **1st:****2nd:**(if possible, please include name/contact details of employer) **Bira Cookshop & Housewares Retailer Of The Year**Criteria: Nominees must be independent bira members currently and through to 2020. (We will check nominees are members). Excellence in areas across the retail spectrum, including: product range, product knowledge, staff training, customer care, marketing and promotion and display (and - if relevant - multi-channel retailing.) **1st:****2nd:**(if possible, please include name/contact details)  |

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