

THE 2024

BODYSHOP AWARDS

PRODUCED BY **PAINT & PANEL**

2024 ENTRY KIT

Entries close 12pm, Friday 7 June 2024

bodyshopawards.com.au

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ABOUT THE AWARDS

Welcome to the 2024 Bodyshop Awards. This comprehensive industry recognition program is now in its 29th year and is regularly fine tuned to reflect changes in our industry.

TO ENTER:

Visit bodyshopawards.com.au

Submit entries via online portal:
thebodyshop.awardsplatform.com

- **Entries open:** Thursday 11th April 2024
- **Entries close:** Friday 7th June 2024
- **Event:** Friday 22nd November 2024
- **Entry fees:** Free to enter

For queries contact: events@twodeforce.com.au

SAVE THE DATE

Gala Awards Dinner

Friday 22 November, 2024

Le Montage, Sydney

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CATEGORIES

Award categories are as follows:

BEST SHOP AWARDS

- Best Shop Boutique
- Best Shop Large
- Best New Shop
- Best Country Repairer
- Best Multi-Site Operator
- Best Corporate Shop
- Best Dealer Owned Shop
- Specialist Repairer **NEW**

BEST PRACTICE AWARDS

- Business Excellence
- Best Customer Experience
- Best Workplace MSO
- Best Workplace
- Community & Social Responsibility

INDIVIDUAL AWARDS

- Manager of the Year
- Emerging Leader (under 30) **NEW**
- Apprentice of the Year (under 26) **NEW**
- Parts Manager of the Year **NEW**
- Hall of Fame

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JUDGING CRITERIA

This judging criteria is applicable to the awards below:

BEST SHOP BOUTIQUE

BEST SHOP LARGE

BEST NEW SHOP

BEST COUNTRY REPAIRER

BEST MULTI-SITE OPERATOR

BEST CORPORATE SHOP

BEST DEALER OWNED SHOP

SPECIALIST REPAIRER NEW

Weighting is as follows:

BUSINESS VISION AND STRATEGY (20%)

- Demonstrate the vision for the business, expansion plans, work source strategies & marketing strategies.

FUTURE PROOFING (20%)

- What initiatives do you have in place to future-proof your business to ensure your continued success? e.g. cybersecurity, recruitment strategies, sustainability initiatives.

OPERATIONAL FRAMEWORK (25%)

- Explain the operation of your internal network and communication methods utilised by your site teams.
- How would you describe the culture at your business?
- How do you measure customer and work provider satisfaction?
- Outline any areas of where you excel operationally such as key to key times, customer satisfaction, profitability.

STAFF CARE AND DEVELOPMENT (25%)

- How does your business prioritise and ensure a safe work environment for your team?
- How do you develop your staff, including office personnel?
- Outline any additional staff care initiatives e.g. mental health, 4 day week, bonuses.

COMMUNITY ENGAGEMENT (10%)

- Outline your business' involvement in in your local community and any charitable work you or your team undertakes.

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JUDGING CRITERIA

This judging criteria is applicable to the award below:

BUSINESS EXCELLENCE

Weighting is as follows:

VISION FOR THE BUSINESS (35%)

- Give an outline of your vision for the business. Describe any innovative business practices in place and aspects of the company culture that you consider to be industry leading.

EFFICIENT OPERATING PROCEDURES (35%)

- Detail any efficient operating procedures and existing strategies for specialisation or diversification, environmental responsibility. Tell us how you market the business.

STAFF WELFARE, CULTURE AND COMMUNITY (30%)

- Describe the company's focus on staff well-being and culture, training initiatives, succession planning, and efforts towards industry or community.
- Are you involved in any community initiatives that we should be aware of? If so, please provide more information.

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JUDGING CRITERIA

This judging criteria is applicable to the award below:

BEST CUSTOMER EXPERIENCE

Weighting is as follows:

CUSTOMER INVOLVEMENT IN THE BUSINESS (40%)

- Describe the methods used to keep customers informed, such as phone calls, emails, SMS, and online tracking.
- Explain the procedure for managing complaints and compliments.
- Specify any platforms utilized for ongoing customer engagement, e.g. Facebook, Instagram, newsletters or special offers.
- Tell us about what facilities you offer your customers on site.

FEEDBACK (20%)

- Detail strategies employed to encourage reviews and feedback from customers.
- Tells us about your online ratings including Google reviews and any work provider ratings.

BUSINESS BRAND (40%)

- Describe efforts made to enhance the appearance of your shop and other marketing strategies employed to promote your business brand.
- Outline specific improvements implemented in your services or processes to enhance customer experience and satisfaction.
- Explain how you have cultivated and maintained a culture of customer service within your business.
- Detail any initiatives or programs in place to recognise and reward employee contributions to customer service excellence.
- Describe the training programs or development opportunities provided to employees to enhance their customer service skills and knowledge.

JUDGING CRITERIA

This judging criteria is applicable to the awards below:

BEST WORKPLACE

BEST WORKPLACE MSO

Weighting is as follows:

EMPLOYEE SUPPORT, BENEFITS, CARE AND COMMUNITY ENGAGEMENT (50%)

- What measures has the business undertaken to prioritise the physical and mental well-being of its staff, including the provision of facilities, benefits, and supportive initiatives?
- Do you involve your teams in any community initiatives, if so tell us about it?

EMPLOYEE GROWTH AND SAFETY MEASURES (50%)

- How does the company promote staff development while ensuring a safe working environment, and what specific programs or initiatives are in place to support both aspects?

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This judging criteria is applicable to the award below:

COMMUNITY & SOCIAL RESPONSIBILITY

Weighting is as follows:

COMMUNITY INVOLVEMENT (50%)

- Describe the ways your business engages with the local community, such as through sponsorships and offering special rates for elderly individuals etc
- Outline any involvement in organisations that benefit the collision repair industry.
- Explain any interactions with local schools, including offerings of school-based apprenticeships.

SOCIAL RESPONSIBILITY (50%)

- Provide examples of how your business demonstrates a commitment to social responsibility, such as through charity work, staff involvement in community or charity initiatives, and environmental projects.
- Describe any efforts to promote inclusivity, such as employing people with disabilities.

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JUDGING CRITERIA

This judging criteria is applicable to the award below:

BODYSHOP MANAGER OF THE YEAR

Weighting is as follows:

RESPONSIBILITIES AND ACHIEVEMENTS (50%)

- Provide a description of the individual's responsibilities.
- Outline any key successes and/or achievements.

ATTRIBUTES AND SKILLS (50%)

- Why do you think this person should be considered for the Bodyshop Manager of The Year Award? For example: someone with a love of learning, evidence of being a team player, a person who has achieved something that can be recognised such as being promoted or winning an internal award; examples of initiatives taken and improvements undertaken.

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JUDGING CRITERIA

This judging criteria is applicable to the awards below:

**EMERGING LEADER
(UNDER 30)**

**APPRENTICE OF THE
YEAR (UNDER 26) NEW**

**PARTS MANAGER
OF THE YEAR NEW**

Weighting is as follows:

RESPONSIBILITIES DESCRIPTION

- Provide a description of the individual's responsibilities.

SUCCESSES AND ACHIEVEMENTS (50%)

- Outline any key successes and/or achievements.

QUALIFICATIONS AND ATTRIBUTES FOR AWARD CONSIDERATION (50%)

- Why do you feel this individual should be considered for this award? For example: someone with a love of learning, evidence of being a team player, a person who has achieved something that can be recognised such as being promoted or winning an internal award; examples of initiatives taken and improvements undertaken.
- If you're nominating an apprentice please give us examples of the individual going above and beyond. This can involve outside activities such as community participation. Please also explain how they handle problem solving and setbacks.

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SUPPORTING MATERIALS

Please supply the following with your nomination.

BEST SHOP CATEGORIES

- Images: Exterior, reception, panel shop, paint shop, parts area, smoko room. Please also include a team photo and any imagery that demonstrates your local community involvement. Maximum 10 images.
- Video walkthrough: Your video may be hosted on a video sharing site such as YouTube or Vimeo. Please include the share link.

INDIVIDUAL AWARDS

- Please provide 2-3 images of the nominee, preferably in uniform.

BEST PRACTICE AWARDS

- Please provide relevant images to support your nomination/s. e.g. front of shop, customer service area.
 - Upload JPEG or PDF files.
 - Maximum file size is 5MB per piece.

Note – images do not need to be taken by a professional and can be taken on a smart phone.

CLICK HERE

**for video
walkthrough guidance**

CLICK HERE

**for a video
walkthrough example**

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CONTACT

For any queries regarding sponsorship, entries, judging or the event itself, contact our Awards Managers at Two de Force

02 9281 8788

events@twodeforce.com.au

Yaffa Media, ABN 54 002 699 354. 17-21
Bellevue Street, Surry Hills NSW 2010.

TERMS AND CONDITIONS

By entering 2024 Paint & Panel Bodyshop Awards, submitting entrants agree to the following rules and conditions of entry:

- The Awards are open to entries from Australian-based companies only.
- Please make sure all entry details are entered accurately.
- Details collected through the entry phase will be used in the Awards presentation and in print if selected as a finalist.
- Entries received after 4pm, Friday 7th June 2024 will not be accepted.
- For the Manager of the Year/Parts Manager of the Year/Emerging Leader & Apprentice of the Year awards, if the nominee leaves the business after the nomination and before the awards night then they will be disqualified.
- Judges reserve the right to move an entry to another category if deemed more suitable.
- The decision of the judges will be final, and no correspondence will be entered into.
- Scores and comments will not be disclosed.
- The entrant grants Paint & Panel permission to show the entries at the Awards Presentation and in the magazine in print and online as such times as deemed appropriate.
- Finalists and winners will be covered in the Paint & Panel winners supplement using information from the entry.
- If there is specific information in your entry that is commercially sensitive and should not be published, please make this clear at the time you submit your entry.
- Apprentices will be judged via Zoom interviews by a dedicated judging panel.
- Parts manager/manager/apprentices must all work in a collision repair/specialist repair business.

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