The “Stars of the Industry” awards program was created more than 40 years ago by the American Hotel & Lodging Association to recognize outstanding accomplishments in the lodging and tourism industry. While the categories have evolved over the years, the concept is still the same - to honor lodging & tourism employees as well as member properties and businesses that best symbolize the quality service of the industry.

AzLTA lodging members are eligible to nominate one individual for Lodging Manager of the Year in both the “Heart of the House” and “Front of the House” categories and one employee in each of the following categories: Food & Beverage/Sales/Catering Employee of the Year, Guest Service Employee of the Year, and Housekeeping/Engineering Employee of the Year.

AzLTA tourism partners such as CVB’s, attractions, and corporations are eligible to nominate one individual for Tourism Manager of the Year and one Tourism Employee of the Year.

In addition, both tourism and lodging members may enter their best programs in five categories for AzLTA’s Achievement Awards: Community Service, Guest Relations, Special Event: One-Time, Special Event: Ongoing, and Good Earthkeeping. You may submit one entry per category.

Winners will be announced at the Annual Stars of the Industry luncheon on December 12, 2014 at the Westin Kierland Resort & Spa.

Deadline for receipt of entries is November 7 at 4 p.m. No extensions will be granted. Please submit 4 copies of each nomination packet.
Deadline for receipt by AzLTA is November 7 at 4 p.m.  
No extensions will be granted.

Please submit 4 copies of each nomination packet.

### Lodging Award Categories

The employee awards are divided up into two categories:

1. small (250 rooms or less)  
2. large (251 rooms or more)

Check one category and one property size when completing the entry form.

### Management

**“Heart of the House” Manager of the Year Award:** Recognizes exceptional performance by a supervisory employee in a behind-the-scenes position (e.g., housekeeping, security, HR, etc.) *(Nominee cannot be a General Manager.)*

**“Front of the House” Manager of the Year Award:** Recognizes exceptional performance by a supervisory employee who deals directly with hotel guests (e.g., food and beverage managers, front-desk managers, etc.) *(Nominee cannot be a General Manager.)*

### Non-Management

**Food & Beverage/Sales/Catering Employee of the Year Award:** Recognizes an outstanding member of your food & beverage, sales or catering staff. Nominees can include: host persons, servers, convention-services employees, bartenders, cooks, catering, sales personnel, etc.

**Guest Service Employee of the Year Award:** Recognizes employees who provide guest services in the areas of front office, reservations, security, bell staff, administrative, accounting, concierge, communications, health club, etc.

**Housekeeping/Engineering/Maintenance Employee of the Year Award:** Recognizes employees who work in the housekeeping, laundry, landscaping, engineering, general maintenance departments, etc.

**Employee of the Year Award** will be selected from the nominations submitted in the hotel and tourism non-management categories. Only one overall award will be given. *(Nominations will NOT be accepted for this category; please select from the three non-management categories above.)*

### Rules & Judging Criteria

Nominees must have served in the industry for a minimum of **two years** (please state total number of years in description), and will be judged on performance **beyond** normal job responsibilities, professionalism, and outstanding and unusual service to the property, guests and the community.

Using no more than **three** double-spaced pages, describe why your nominee should be honored. Give examples of:

- Extraordinary support to fellow employees.  
- Specific event(s) that best describes the nominee’s exceptional service.  
- Outstanding leadership qualities, heroic deeds or actions that consistently add to the general well-being of guests.  
- Other great accomplishments to the industry or community.

Include any materials substantiating the award entry, such as photos, letters of commendation, guest comment cards, news clippings and other support materials received during 2013-2014 for the judges’ consideration.
**Tourism/Attraction Award Categories**

The employee awards are divided up into two categories:

1) small (1-25 employees)
2) large (26 employees or more)

Check one category and one company size when completing the entry form.

**Management**

Tourism Manager of the Year Award: Recognizes exceptional performance by a supervisory employee who has demonstrated outstanding contributions of leadership, service, and going above and beyond normal job responsibilities within your company, attraction, CVB or corporation.

**Non-Management**

Tourism Employee of the Year Award: Recognizes an outstanding member of your hourly or non-management staff who goes above and beyond in their job performance, professionalism, teamwork, community involvement, etc. within your company, attraction, CVB or corporation.

**Employee of the Year Award** will be selected from the nominations submitted in the hotel and tourism non-management categories. Only one overall award will be given. (Nominations will NOT be accepted for this category; please nominate for the non-management category above.)

**Rules & Judging Criteria**

Nominees must have served in the industry for a minimum of two years (please state total number of years in description), and will be judged on performance beyond normal job responsibilities, professionalism, and outstanding and unusual service to the company, guests (if applicable) and the community.

Using no more than three double-spaced pages, describe why your nominee should be honored. Give examples of:

- Extraordinary support to fellow employees.
- Specific event(s) that best describes the nominee’s exceptional service.
- Outstanding leadership qualities, heroic deeds or actions that consistently add to the general well-being of the company.
- Other great accomplishments to the industry or community.

Include any materials substantiating the award entry, such as photos, letters of commendation, comment cards, news clippings and other support materials received during 2013-2014 for the judges’ consideration.
Award Categories

The awards are divided into two categories:

1) Lodging
2) Tourism / Attractions

Check one category and one award when completing your entry form.

Community Service
Community Service awards are given for programs that demonstrate to residents that the individual property/company is responsive to the local community. Examples include campaigns to benefit local or national service organizations or charities, service to any part of the community through a special project, and joint undertakings with community groups for the benefit of the area.

Guest Relations
Guest Relations awards are given for programs that develop a climate conducive to new or repeat business, create goodwill among guests, provide special services, reverse negative public relations situations or effectively solve guest or company complaints.

Special Event: One-Time
One-Time Special Event awards are given for programs or campaigns that demonstrate a creative approach to scheduled events, anniversaries, charity events, holidays or special publicity events.

Special Event: Ongoing
Ongoing Special Event awards are given for repeat programs or campaigns that demonstrate a creative approach to scheduled annual events, anniversaries, charity events, holidays or special publicity events.

Good Earthkeeping: Green / Sustainable
Green/Sustainable awards recognize lodging properties or tourism companies that have developed a culture toward integrating environmental management practices that improve everyday operations and the bottom line, while maintaining quality service and meeting company/property expectations.

Rules & Judging Criteria

Provide a full description of the program or activity in no more than three double-spaced pages including goals, implementation and results, plus one for budget, if needed. Submit any additional materials that substantiate the award entry, including photos, guest comment cards and letters, news clippings and other documentation received during 2013-2014 for the judges’ consideration.

Deadline for receipt by AzLTA is November 7 at 4 p.m.

No extensions will be granted.

Please submit 4 copies of each nomination packet.
2014 Nomination Form

Please attach description and all supplemental material to this form; use one form per nomination. You may submit one entry per category.

Additional copies of this form are available online at www.azlta.com

Nominee/ Property or Company Information

Property or Company/Individual: _________________________________

If Property or Company who will accept the award: _________________________________

If Individual Name Pronunciation: _________________________________

Title: _____________________________________________________________

Property or Company: ________________________________________________

Address: __________________________________________________________

City: ___________________________ State: ___________ Zip: _________________

Phone: __________________________ Fax: _____________________________

E-mail: ____________________________________________________________

Contact Person’s Information

Name: _____________________________________________________________

Title: _____________________________________________________________

Property: __________________________________________________________

Address: __________________________________________________________

City: ___________________________ State: ___________ Zip: _________________

Phone: __________________________ Fax: _____________________________

Submit 4 copies of each nomination to: AzLTA
1240 E. Missouri Ave. ★ Phoenix, AZ 85014
If you have any questions, please contact Alena Hicks,
(800) 707-3921 or ahicks@azlta.com

Deadline for receipt of entries is November 7 at 4 p.m.
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