

ARIZONA
LODGING
&
TOURISM
ASSOCIATION



Writing a Winning Nomination



Remember the Judging Criteria

- Nominees must have served in the industry for a minimum of two years
- Materials to substantiate the award entry such as letters, guest comment cards, news clippings, etc. must have been achieved or received by the nominee in the 2012-2013 time frame
- And the nominee will be judged on their performance beyond normal job responsibilities, professionalism and outstanding and unusual service to the property, guests and community



Tips for Writing your Nomination

- **BE SPECIFIC!** It is not enough just to state that the employee is “outstanding.”
 - Did you list outstanding traits of the employee?
 - Did you explain how the employee impacted the property, guests, community or their peers? And, what methods or programs they used to do so.
 - Did you share at least one specific story of how this nominee's actions were exemplary?



Tip for Writing your Nomination

- List any hotel or community awards that the nominee has earned and currently retains.
- Include industry certifications the nominee has earned and currently retains, plus how they have dedicated the last year to continuing their industry education
- Submit support materials to further substantiate your nominees qualifications
- Remember, it takes more than a simple paragraph to sum up the traits and accomplishments of a Star of the Industry!



Writing your Nomination

A Bad Nomination

Does not list any training or education

A Good Nomination

Joe participated in company sponsored training throughout the year.

An AWARD-WINNING Nomination

Throughout the year, Joe has completed 3 hotel sponsored training classes which included Guest CARE, CPR/First Aid, and proper emergency response. Joe has also started the process for completing his AH&LA Front Desk Representative certification.



Writing your Nomination

A Bad Nomination

John is a long-term employee who is an outstanding team member.

A Good Nomination

John consistently receives positive comment cards from our guests and is always willing to work where needed in the hotel.

An AWARD-WINNING Nomination

During the current year, John was instrumental in helping his department achieve a 98.5% rating in positive guest comments. He leads his department in the number of guest comment cards indicating his professionalism and knowledge of the hotel.



Writing your Nomination

A Bad Nomination

Tammy consistently seeks opportunities to exceed our guests' needs.

A Good Nomination

Tammy does a great job of anticipating guest needs. She is known for running extra errands for guests and going out of her way to take care of them. Enclosed are several comment cards showing how she works to care for the guests.

An AWARD-WINNING Nomination

Our General Manager received a letter from a guest who stayed with us last summer which told how Tammy had been a real hero for him during his stay. The guest indicated that he arrived at the hotel without copies of his presentation. Even though it was late, Tammy on her own time went to..



Writing your Nomination

A Bad Nomination

Sue consistently goes above and beyond in her job duties.

A Good Nomination

Sue finds ways to go above and beyond for the guests as well as her co-workers. She is always willing to help out in other departments when needed and complete duties outside her job description.

An AWARD-WINNING Nomination

Last month a woman checked in and seemed a bit distraught as she mentioned she had broken her engagement with her fiancé. Sue upgraded her room and upon arrival to her suite the women found a special amenity of chocolate truffles with a note “Chocolate fixes everything”



Writing your Nomination

A Bad Nomination

Beth takes initiative at work by helping others.

A Good Nomination

Beth is known for being helpful among her co-workers. She seeks ways to improve the operations of the front desk and learn more about other jobs within the hotel.

An AWARD-WINNING Nomination

Beth is a valuable team member. She has willingly taken on the added responsibility to learn the duties of the breakfast attendant and room keeper. In September this year while our regular breakfast attendant was on maternity leave, Beth volunteered to a number of the shifts.



Nomination Deadline is:
November 8th at 4:00pm
and No Extensions will NOT be granted!