



2022 GUEST SERVICES AMBASSADOR OF THE YEAR

Nominee Name: _____ Job Title: _____

Hotel Name: _____

Address: _____ City: _____ Postal Code: _____

Nominees must be past their probation period. Please provide the # of years and/or months the nominee has worked in:

Current position: _____ Current hotel: _____

By checking this box, you agree that the supporting information included in this application may be shared publicly through various media channels including but not limited to the GTHA's social media accounts, website, newsletters and promotional videos. The supporting information will remain anonymous.

Award Criteria: This award recognizes a non-management, non-supervisory **front desk associate** who assists in all guest interactions with the **highest level of hospitality and professionalism**. This individual has **excellent communication skills**, is **detail oriented** and assists guests in all inquiries in connection with hotel services resulting in a **positive guest experience**. They show passion and commitment in providing **excellent service** and **exceeding brand standards**. They are an **independent thinker**, with **strong problem-solving** and **effective decision-making skills** and **knowledge of hotel policies and procedures**, **proactively supporting the team and other departments**.

Questions: You must answer ALL questions in the space provided. Please DO NOT surpass the word count allotted.

1) Describe how the nominee meets the criteria for the Guest Services Ambassador of the Year described above. Please outline specific actions taken and service offered that makes the nominee an outstanding ambassador and champion of the hotel community (MAXIMUM 2,000 characters with spaces)

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2) Please provide, if available, any supporting details, comments shared from customers/supervisors, any relevant awards won by the nominee that would be applicable for this award and shows what makes the nominee stand out. (MAX 2,000 characters with spaces).

PLEASE PRINT & SUBMIT FIVE (5) DOUBLE SIDED COPIES OF EACH NOMINATION

Nomination Deadline: Friday, October 7th, 2022 by 12 noon (by mail/courier only- no online submissions available)
GTHA Office address: 207 Queens Quay West, Suite 404, Toronto, ON M5J 1A7