



Nominee Name: \_\_\_\_\_ Job Title: \_\_\_\_\_

Hotel Name: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Nominee must be past their probation period. Please provide the number of years and/ or months nominee works in:

Current position: \_\_\_\_\_ Current hotel: \_\_\_\_\_

**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 communications 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 to providing excellent service and exceeding brand standards. They are an independent thinker, with strong problem-solving and effective decision-making skills and have good knowledge of hotel policies and procedures, proactively supporting team and other departments.

**QUESTIONS:** You must answer ALL questions in the space provided. Please do not exceed 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)

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

Nomination Deadline: Friday, March 9, 2018 by 12 noon (by mail/courier only – no online submissions available)

GTHA Office address: 207 Queens Quay W, Suite 404, Toronto, ON M5J 1A7

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

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