

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 switchboard operator who is highly knowledgeable and ensures to follow and implement all company policies and procedures. This individual proactively assesses and manages risk in every situation by consistently working towards protecting the consumer, corporation and company assets. They demonstrate great professionalism and knowledge of the freedom of information and privacy legislation and confidentiality provisions. They follow brand standards contributing to the overall corporate performance of the hotel. They take ownership of any guest problem/ issue and assign them immediately to appropriate department when required.*

**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 ***Switchboard Operator 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)

1. 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)