



2020 SWITCHBOARD OPERATOR 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 **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 the appropriate department when required**.

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 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)

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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: Thursday, March 19th, 2020 by 12 noon (by mail/courier only- no online submissions available)
GTHA Office address: 207 Queens Quay West, Suite 404, Toronto, ON M5J 1A7