



RESERVATIONS ABMASSADOR 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: _____

Award Criteria: This award recognizes a non-management, non-supervisory **reservations agent who is very knowledgeable of the hotel property and amenities** inside and around the hotel. This individual **proactively seeks ways to enhance customer experience** and **provides personalized service** by anticipating guests' needs. They are **resourceful and knowledgeable of the hotel's rewards program** and in **making recommendations** to visit local events, attractions, restaurants and city tours while **assisting to offer extended stays to guests and contributing to the hotel's bottom-line.**

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 Reservations 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)

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, March 1st 2019 by 12 noon (by mail/courier only- no online submissions available)
GTHA Office address: 207 Queens Quay West, Suite 404, Toronto, ON M5J 1A7