



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)

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

2018 SPIRIT AWARDS NOMINATION FORM

SWITCHBOARD OPERATOR OF THE YEAR

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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