



2019 NOMINATION PACKET

The "Stars of the Industry" awards program was created more than 40 years ago by the American Hotel & Lodging Association to recognize outstanding accomplishments in the lodging and tourism industry. While the categories have evolved over the years, the concept is still the same - to honor lodging & tourism employees as well as member properties and businesses that best symbolize the quality service of the industry.

AzLTA lodging members are eligible to nominate one individual for Lodging Manager of the Year in both the "Heart of the House" and "Front of the House" categories and one employee in each of the following categories: Food & Beverage/Sales/Catering Employee of the Year, Guest Service Employee of the Year, and Housekeeping/Engineering Employee of the Year.

AzLTA tourism partners such as CVB's, attractions, and corporations are eligible to nominate one individual for Tourism Manager of the Year and one Tourism Employee of the Year.

In addition, both tourism and lodging members may enter their best programs in five categories for AzLTA's Achievement Awards: Community Service, Guest Relations, Special Event: One-Time, Special Event: Ongoing, and Good Earthkeeping. You may submit one entry per category.

Winners will be announced at the Annual Stars of the Industry luncheon on December 13, 2019 at the Fairmont Scottsdale Princess.

Deadline for receipt of entries is October 18 at 5 p.m.

No extensions will be granted.

Please submit materials electronically to demerson@azlta.com

EMPLOYEE

Lodging Award Categories

The employee awards are divided up into two categories:

- 1) small (250 rooms or less)
- 2) large (251 rooms or more)

Check **one category** and **one property size** when completing the entry form.

Management

“Heart of the House” Manager of the Year Award: Recognizes exceptional performance by a supervisory employee in a behind-the-scenes position (e.g., housekeeping, security, HR, etc.) *(Nominee cannot be a General Manager.)*

“Front of the House” Manager of the Year Award: Recognizes exceptional performance by a supervisory employee who deals directly with hotel guests (e.g., food and beverage managers, front-desk managers, etc.) *(Nominee cannot be a General Manager.)*

Non-Management

Food & Beverage/Sales/Catering Employee of the Year Award: Recognizes an outstanding member of your food & beverage, sales or catering staff. Nominees can include: host persons, servers, convention-services employees, bartenders, cooks, catering, sales personnel, etc.

Guest Service Employee of the Year Award: Recognizes employees who provide guest services in the areas of front office, reservations, security, bell staff, administrative, accounting, concierge, communications, health club, etc.

Housekeeping/Engineering/Maintenance Employee of the Year Award: Recognizes employees who work in the housekeeping, laundry, landscaping, engineering, general maintenance departments, etc.

Employee of the Year Award will be selected from the nominations submitted in the hotel and tourism non-management categories. Only one overall award will be given. *(Nominations will NOT be accepted for this category; please select from the three non-management categories above.)*

Rules & Judging Criteria

Nominees must have served in the industry for a minimum of **two years** (please state total number of years in description), and will be judged on performance **beyond** normal job responsibilities, professionalism, and outstanding and unusual service to the property, guests and the community.

Using no more than **three** double-spaced pages, describe why your nominee should be honored. Give examples of:

- Extraordinary support to fellow employees.
- Specific event(s) that best describes the nominee’s exceptional service.
- Outstanding leadership qualities, heroic deeds or actions that consistently add to the general well-being of guests.
- Other great accomplishments to the industry or community.

Include photos and any materials substantiating the award entry, such as letters of commendation, guest comment cards, news clippings and other support materials **received during 2018-2019** for the judges’ consideration.

Deadline for receipt by AzLTA is October 18 at 5 p.m.

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Please submit all materials electronically.

EMPLOYEE

Tourism/Attraction Award Categories

The employee awards are divided up into two categories:

- 1) small (1-25 employees)
- 2) large (26 employees or more)

Check **one category** and **one company size** when completing the entry form.

Management

Tourism Manager of the Year Award: Recognizes exceptional performance by a supervisory employee who has demonstrated outstanding contributions of leadership, service, and going above and beyond normal job responsibilities within your company, attraction, CVB or corporation.

Non-Management

Tourism Employee of the Year Award: Recognizes an outstanding member of your hourly or non-management staff who goes above and beyond in their job performance, professionalism, teamwork, community involvement, etc. within your company, attraction, CVB or corporation.

Employee of the Year Award will be selected from the nominations submitted in the hotel and tourism non-management categories. Only one overall award will be given. *(Nominations will NOT be accepted for this category; please nominate for the non-management category above.)*

Rules & Judging Criteria

Nominees must have served in the industry for a minimum of **two years** (please state total number of years in description), and will be judged on performance **beyond** normal job responsibilities, professionalism, and outstanding and unusual service to the company, guests (if applicable) and the community.

Using no more than **three** double-spaced pages, describe why your nominee should be honored. Give examples of:

- Extraordinary support to fellow employees.
- Specific event(s) that best describes the nominee's exceptional service.
- Outstanding leadership qualities, heroic deeds or actions that consistently add to the general well-being of the company.
- Other great accomplishments to the industry or community.

Include photos and any materials substantiating the award entry, such as letters of commendation, comment cards, news clippings and other support materials **received during 2018-2019** for the judges' consideration.

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Award Categories

The awards are divided into two categories:

- 1) Lodging
- 2) Tourism / Attractions

Check **one category** and **one award** when completing your entry form.

Community Service

Community Service awards are given for programs that demonstrate to residents that the individual property/company is responsive to the local community. Examples include campaigns to benefit local or national service organizations or charities, service to any part of the community through a special project, and joint undertakings with community groups for the benefit of the area.

Guest Relations

Guest Relations awards are given for programs that develop a climate conducive to new or repeat business, create goodwill among guests, provide special services, reverse negative public relations situations or effectively solve guest or company complaints.

Special Event: One-Time

One-Time Special Event awards are given for programs or campaigns that demonstrate a creative approach to scheduled events, anniversaries, charity events, holidays or special publicity events.

Special Event: Ongoing

Ongoing Special Event awards are given for repeat programs or campaigns that demonstrate a creative approach to scheduled annual events, anniversaries, charity events, holidays or special publicity events.

Good Earthkeeping: Green / Sustainable

Green/Sustainable awards recognize lodging properties or tourism companies that have developed a culture toward integrating environmental management practices that improve everyday operations and the bottom line, while maintaining quality service and meeting company/property expectations.

Rules & Judging Criteria

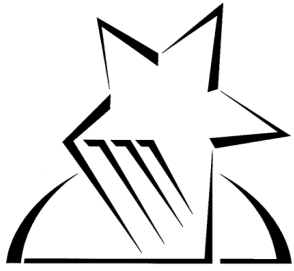
Provide a full description of the program or activity in no more than **three** double-spaced pages including goals, implementation and results, plus one for budget, if needed. Submit any additional materials that substantiate the award entry, including photos, guest comment cards and letters, news clippings and other documentation **received during 2018-2019** for the judges' consideration.

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PROPERTY/COMPANY AWARDS



STARS OF THE INDUSTRY AWARDS

Property/Company Awards

1. Category (check one)

- Community Service
- Guest Relations
- Special Event:
 - One-Time
- Special Event:
 - Ongoing
- Good Earthkeeping

2. Property/Co. Category

- Lodging
- Tourism / Attractions

Employee Awards

1. Category (check one)

Management

- "Heart of the House"
 - Manager of the Year
- "Front of the House"
 - Manager of the Year
- Tourism Manager of the Year

Non-Management

- F&B/Sales/Catering
 - Employee of the Year
- Guest Service
 - Employee of the Year
- Housekeeping/
 - Maintenance Employee of the Year
- Tourism Employee of the Year

2. Property/Co. Size

- Small
- Large

2019 Nomination Form

Please attach description and all supplemental material to this form; use one form per nomination. You may submit one entry per category.

Nominee Information

Name: _____ Title: _____

Name Pronunciation: _____

Property/Company: _____

If nominating a property/company, who will accept the award?:

Name: _____ Title: _____

Name Pronunciation: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Email: _____

Nominator/Contact Information

Name: _____ Title: _____

Property/Company: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Email: _____

Submit all materials electronically.

Please contact Darryl Emerson
(602) 604-0729 or demerson@azlta.com
1240 E. Missouri Ave. ★ Phoenix, AZ 85014

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