



2023 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 and 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: General Manager of the Year, Food and Beverage Employee of the Year, Sales/Catering Employee of the Year, Guest Service/Bell Staff Employee of the Year, and Housekeeping/Engineering/Maintenance Employee of the Year.

AzLTA tourism partners such as DMO’s, aviation, golf, attractions, museums, top arts centers, service providers (jeep/off road tours, paddle boarding, tubing, horse trails, hot air balloon, etc.) 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 four categories for AzLTA’s Achievement Awards: Community Service, Special Event: One-Time, Good Earthkeeping and our newest addition Hospitality and Tourism Without Barriers. You may submit one entry per category.

Winners will be announced at the 2023 Stars of the Industry luncheon on June 16, 2023, at the Arizona Grand Resort & Spa.

Deadline for receipt of entries is May 10 at 5 p.m.

No extensions will be granted.

Please submit materials electronically to membership@azlta.com

EMPLOYEE

Lodging Award Categories

Check **one** category when completing the entry form.

Management

"General" Manager of the Year: This the highest honor conferred on an AzLTA hotel General Manager or Area Director. Nominees will be judged on their professionalism and service to the property, their employees, guests, and the community. The General Manager of the Year is recognized by industry peers for his or her exemplary achievements, contributions, and leadership.

"Heart of the House" Manager of the Year: Recognizes exceptional performance by a supervisory employee in a behind-the-scenes position and not in front of the guests of the hotel. This category includes supervisors, managers and directors in departments such as engineering, house-keeping, culinary, landscaping, accounting, human resources, security, and purchasing/receiving. *(Nominee cannot be a General Manager.)*

"Front of the House" Manager of the Year: Recognizes exceptional performance by a supervisory employee who deals directly with guests or perform their duties in front of the guests of the hotel. This category includes supervisors, managers and directors in departments such as front office, food and beverage outlets, banquets, recreation and concierge services. *(Nominee cannot be a General Manager.)*

Non-Management

Food and Beverage Employee of the Year: Recognizes an outstanding member of your food and beverage. Nominees can include: host persons, servers, bartenders/baristas, and cooks.

Sales/Catering Employee of the Year: Recognizes an outstanding member of your sales team. Nominees can include: convention-services employees, catering, sales personnel, etc.

Guest Service/Bell Staff Employee of the Year: Recognizes employees who provide guest services in the areas of front office, reservations, security, bell persons, concierge, door attendants, parking attendants, valet cashiers, courtesy van drivers, communications, health club, etc.

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

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 2021-2023** for the judges' consideration.

Deadline for receipt by AzLTA is May 10 at 5 p.m.

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Please submit all materials electronically.

EMPLOYEE

Tourism Award Categories

Check **one category** when completing the entry form.

Management

Tourism Manager of the Year: 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. This category includes employers such as: Attractions, DMO's, golf, aviation, museums, service providers (jeep/off road tours, paddle boarding, tubing, horse trails, hot air balloon, etc.), and corporations are eligible to nominate one individual for Tourism Manager of the Year.

Non-Management

Tourism Employee of the Year: 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. This category includes employers such as: Attractions, DMO's, golf, aviation, museums, service providers (jeep/off road tours, paddle boarding, tubing, horse trails, hot air balloon, etc.), and corporations are eligible to nominate one individual for Tourism Employee of the Year.

AzLTA Member of the Year: An AzLTA Member will be selected based on special support to the association's activities and exceptional services to improve the lodging industry in Arizona. Nominees will be judged on outstanding service to their particular company, to AzLTA, as well as impact to the industry. (*Nominated internally; awardee will be announced at event.*)

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 2021-2023** for the judges' consideration.

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PROPERTY/COMPANY AWARDS

Achievement Award Categories

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

Community Service: Community Service awards are given to hotel properties for programs that provide services to benefit their communities. Examples include campaigns to benefit local or national service organizations or charities, service to the community through a special project, social responsibility programs and joint undertakings with community groups to provide resources to populations in-need.

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.

Good Earthkeeping (Green/Sustainable): Recognizes lodging properties that have developed a culture toward integrating environmental management practices that improve everyday operations at the bottom line, while maintaining quality service and meeting guest expectations. The program must demonstrate success in one or more of the following areas: energy conservation, solid waste reduction, effluents and emissions, water conservation, purchasing, and business issues (e.g. guest demands, community issues, land use and development, training, and policy).

Hospitality and Tourism Without Barriers: It is time to recognize the Hospitality and Tourism Without Barriers award. This award recognizes leaders that make the tourism and hospitality industry diverse and inclusive, a place where everyone feels valued and respected, and provides a sense of belonging. Nominate a company or individual who is a shining example of all that can be accomplished in our industry through these leadership qualities and efforts.

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 2021-2023** for the judges' consideration.

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Please submit all materials electronically.



2023 Nomination Form

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

Lodging/Tourism Awards

1. Category (check one) Management

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

Non-Management

- Food and Beverage
Employee of the Year
- Sales/Catering
Employee of the Year
- Guest Service/Bell Staff
Employee of the Year
- Housekeeping/
Engineering/
Maintenance Employee
of the Year
- Tourism Employee of
the Year

Property/Company Awards

1. Category (check one)

- Community Service
- Special Event: One-Time
- Good Earthkeeping
- Hospitality and Tourism
Without Barriers

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 Karin Jimenez
(602) 604-0729 or membership@azlta.com
1240 E. Missouri Ave. ★ Phoenix, AZ 85014

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