

# 2018 STAR OF THE INDUSTRY AWARDS

## FAIRMONT AUSTIN, DECEMBER 18<sup>TH</sup>

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### AHLA STAR OF THE INDUSTRY AWARDS

The Austin Hotel & Lodging Association has recognized Austin's greatest natural resource and hospitality industry employees for outstanding Customer Service and Hospitality Management since 2001. AHLA Star of the Industry Awards and proudly recognize the best of the best in FIVE categories.

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**WINNERS IN EACH  
CATEGORY WILL RECEIVE  
THE STAR OF THE INDUSTRY  
AWARD AND A CASH PRIZE!**

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### AWARD CATEGORIES

**FRONT OF HOUSE:** Nominees include hourly employees in the Front Office, PBX, Concierge, Valet/Bellman, Recreation, Fitness, Golf, Spa, Servers, Bar Staff, Banquet Servers, Hosts/Bussers, Baristas, Room Service, and Reservations.

**HEART OF HOUSE:** Nominees include hourly employees in Housekeeping, Laundry, Maintenance/Engineering, Loss Prevention, Landscaping, Administration, Accounting/Purchasing, Human Resources, Chefs/Cooks, Stewards, and Event Set up Staff.

**SALES AND MARKETING:** Convention Services and Catering Award: Nominees to include managerial and hourly employees in the Sales, Marketing, Events, and Revenue Management,

**OUTSTANDING LEADER:** Nominees to include managers and supervisors from any department.

**COMMUNITY SPIRIT AWARD:** This award is given to a hotel, allied business or individual in recognition for their acts of a charitable nature that have left a profound and recognizable mark on the community.

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### NOMINATION CRITERIA

AHLA Member Hotels may nominate one individual from each category. Nominees must consistently deliver the exceptional level of customer service that makes visitors want to return to Austin. Previous nominees (except winners) may be nominated again. An impartial business industry panel will select the finalists and winners.

Properties will be notified of their finalist status by December 15th. However, the winner's identity will be revealed at the event during the award ceremony on Tuesday, December 18th at the Fairmont Austin.

**NOMINATION DEADLINE- DECEMBER 13<sup>TH</sup>**  
RETURN COMPLETED NOMINEE FORM VIA EMAIL TO [DENISE@AUSTINLODGING.ORG](mailto:DENISE@AUSTINLODGING.ORG)

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### PART 1: (ENTER DETAILS ABOUT NOMINEE)

1. NAME OF NOMINEE AND OR ORGANIZATION \_\_\_\_\_
2. NOMINEE JOB TITLE/POSITION? \_\_\_\_\_
3. DOES THIS NOMINEE HAVE DIRECT GUEST CONTACT? (CIRCLE YES OR NO)
4. DATE OF HIRE? \_\_\_\_\_
5. NUMBER OF YEARS IN HOSPITALITY INDUSTRY? \_\_\_\_\_

- ☐ STAR OF INDUSTRY – FRONT OF HOUSE
- ☐ STAR OF INDUSTRY- HEART OF HOUSE
- ☐ STAR OF INDUSTRY- SALES, AND MARKETING
- ☐ STAR OF INDUSTRY- OUTSTANDING LEADER
- ☐ STAR OF INDUSTRY- COMMUNITY SPIRIT AWARD

### PART 2: (TYPE N/A FOR ANY THAT DO NOT APPLY)

1. **GOING ABOVE AND BEYOND**- PLEASE DESCRIBE THE INDIVIDUAL'S CHARACTERISTICS- INCLUDING THEIR LEADERSHIP, HONESTY, POSITIVE ATTITUDE, AND WILLINGNESS TO "GO THE EXTRA MILE" AND THAT FOCUS ON THE GUEST EXPERIENCE AS A WHOLE. (LIMIT 250 WORDS)  
\_\_\_\_\_  
\_\_\_\_\_
2. **CREATIVITY/ EFFICIENCY/ INNOVATION**- DESCRIBE INSTANCES WHERE THIS INDIVIDUAL HAS USED CREATIVE THINKING, INNOVATION, OR TECHNOLOGY TO SOLVE A PROBLEM, ASSIST A GUEST/CLIENT, OR IMPROVE YOUR COMPANY'S OVERALL PERFORMANCE (LIMIT 100 WORDS)  
\_\_\_\_\_  
\_\_\_\_\_
3. **INVOLVEMENT/COMMUNITY**- DESCRIBE INSTANCES OF THIS INDIVIDUAL'S INVOLVEMENT WITHIN THE HOTEL, WITH THEIR TEAM, WITH LOCAL COMMUNITY, AND/OR THE HOSPITALITY INDUSTRY AS A WHOLE. (LIMIT 100 WORDS)  
\_\_\_\_\_  
\_\_\_\_\_
4. **DRIVEN TO SERVE/ HOSPITALITY FOCUS** - DESCRIBE HOW THIS INDIVIDUAL DESIRES TO LEARN MORE AND APPLY THEIR TALENTS IN AN EFFORT TO SERVE OR HOW THEY USE THEIR SKILLS TO HELP TO DEVELOP AND MENTOR OTHERS FOR THE BENEFIT OF THE COMPANY/BRAND AND THE HOSPITALITY INDUSTRY. (LIMIT 100 WORDS)  
\_\_\_\_\_  
\_\_\_\_\_
5. **BEING A TEAM PLAYER** - DESCRIBE INSTANCES WHERE THIS INDIVIDUAL PERFORMED EXCEPTIONAL TASKS TO BENEFIT A TEAM OF THEIR PEERS OR WORKED EXCEEDINGLY TO ENSURE TEAM SUCCESS (LIMIT 100 WORDS)  
\_\_\_\_\_  
\_\_\_\_\_
6. **EMPLOYEE FOCUSED EXPERIENCE**- DESCRIBE INSTANCES IN WHICH THIS INDIVIDUAL ASSISTED TO IMPROVE INTERNAL RELATIONS AMONG FELLOW WORKERS OR WHERE THEY ENFORCED THE BRAND IMAGE OR CULTURE TO OTHERS. (LIMIT 100 WORDS)  
\_\_\_\_\_  
\_\_\_\_\_
7. **ADDITIONAL ACCOMPLISHMENTS/ OTHER COMMENTS** -USE THIS SPACE TO INCLUDE ANY ADDITIONAL INFORMATION THAT MAY HELP THE COMMITTEE DETERMINE THE MERIT OF YOUR CANDIDATE.  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

NAME OF PERSON NOMINATING CANDIDATE: \_\_\_\_\_  
NOMINATOR'S EMAIL ADDRESS: \_\_\_\_\_ NOMINATOR'S TELEPHONE #: \_\_\_\_\_

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