

2018 STAR OF THE INDUSTRY AWARDS

HILTON AUSTIN, JANUARY 18TH

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. In celebration of our 25th annual GALA and a start to a new tradition, we are pleased to unveil our new name for our annual occasion. AHLA Star of the Industry Awards and proudly recognize the best of the best in the following 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

GUEST SERVICES AWARD:

Nominees include managerial and hourly employees in the Front Office, PBX, Concierge, Valet/Bellman and Reservations.

FOOD & BEVERAGE AWARD:

Nominees include managerial and hourly employees in the Kitchen, Restaurant, and Room Service, Banquets and bar staff.

SALES, MARKETING, CONVENTION SERVICES AND CATERING:

Convention Services and Catering Award: Nominees to include managerial and hourly employees in the Sales, Marketing, Convention Services and catering areas.

OPERATIONS AWARD:

Nominees to include managerial and hourly employees from Housekeeping, Engineering, Security/Loss Prevention, Human Resources, Administration and Accounting.

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.

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 January 15th. However, the winner's identity will be revealed at the event during the award ceremony on Thursday, January 18th at Hilton Austin.

NOMINATION DEADLINE - JANUARY 15TH

RETURN COMPLETED NOMINEE FORM VIA EMAIL TO 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 REASON HAVE DIRECT GUEST CONTACT? (CIRCLE YES OR NO)
4. HOW LONG HAS THE NOMINEE BEEN WITH THE ORGANIZATION/PROPERTY? _____
5. HOW LONG HAS THE NOMINEE BEEN IN THE HOSPITALITY INDUSTRY? _____

- ☐ STAR OF INDUSTRY - GUEST SERVICES
- ☐ STAR OF INDUSTRY - FOOD & BEVARAGE
- ☐ STAR OF INDUSTRY - SALES, MARKETING, CONVENTION SERVICES AND CATERING
- ☐ STAR OF INDUSTRY - OPERATIONS
- ☐ STAR OF INDUSTRY - SPIRIT AWARD

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

1. DESCRIBE NOMINEE'S FOCUS ON GUEST EXPERIENCE

2. DESCRIBE NOMINEE'S INNOVATION & EFFICIENCY

3. HUMANITARIAN EFFORTS/COMMUNITY INVOLVEMENT:

4. GOALS REACHED OR EXCEEDED BY NOMINEE:

5. NEW PROGRAMS IMPLEMENTED BY NOMINEE:

6. EMPLOYEE SATISFACTION SCORES:

7. ADDITIONAL ACHIEVEMENTS:

8. FINANCIAL IMPROVEMENT/TURNAROUND:

9. EMPLOYEE EFFICIENCY:

10. CREATIVE EVENT PLANNING:

11. DESCRIBE NOMINEE'S SECURITY & SAFETY MEASURES:

12. DESCRIBE NOMINEE'S ACTIONS ABOVE AND BEYOND THE CALL OF DUTY

ADDITIONAL COMMENTS:

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