**Hotel Worker of the Year**

**Guidance Notes**

**Introduction**

The aim of the guidance notes is to assist hotels in the completion of the Hotel Worker of the Year nomination form. The intention is to provide suggestions, however, hotels are free to include further ideas to those mentioned below.

When selecting which nominee to put forward as a candidate for this award, keep in mind that the Hotel Worker of the Year Award is intended for an exemplary employee, who on several occasions has gone beyond the normal call of duty and continually gives more than what is expected of him/her at the workplace.

**Guidelines**

General guidelines:

* Each answer should focus on the issue of the question it addresses; any comments one wishes to include that are not addressed by questions 1-6 should be included in question 7;
* One way of enhancing the overall application is through the inclusion of any relevant documentation (such as guest questionnaires, emails, photos, etc); this however is not compulsory.
* Each question is to be answered thoroughly and in as much details as possible.

Question-specific guidelines:

**1)**    **What is the main reason why this person was selected to be nominated for the Hotel Worker of the Year award?**

There are probably a number of reasons why this person was selected over other staff members to be nominated for the award. The aim of this question is to put forward the individual’s best quality or describe a particular event which may have been the deciding factor in the selection process.

**2)**    **Give concrete examples which show that the person being nominated performs his/her duties with honesty and efficiency.**

This may be in the form of testimonials from guests, for example when the employee exceeded their expectations as regards the efficiency with which a request was dealt with, the efficiency shown when dealing with a problem or complaint, etc. Such examples should refer to specific incidents in order to be of value.

Examples of efficiency may also be related to achieving hotel targets or to improvements (financial, operational or otherwise) brought about thanks to the employee’s actions or contribution.

Examples of honesty may be related to cash-handling, reporting the discovery of a valuable lost item, proper division of tips or commissions, not abusing of employee benefits (e.g. sick leave), or any actions which reflect the morals of the individual.

**3)**   **Give concrete examples which show that the person being nominated excels in the hospitality he/she offers in terms of friendliness, helpfulness and enthusiasm (applicable to employees who directly interact with guests).**

In contrast to question 2 above which deals with the efficiency of service, the focus of this question is on the nominee’s approach when interacting with guests and his/her flair for hospitality.

The examples given should be of specific occasions when the employee was noticed to have gone the extra mile with guests. However the employee’s general approach towards guests may also be outlined.

Direct superiors and colleagues can provide valuable input for this question. Guest comments (where available) will also add value.

**4)**   **How has the nominated person shown initiative and creativity in his/her work? Has the nominee had the opportunity to provide input in management decision-making?**

Illustrate with examples of actions carried out on a voluntary basis, for example:

-        Occasions when the employee may have identified any operational weaknesses and forwarded his/her observations to management;

-        Occasions when the employee made suggestions that were aimed at assisting the hotel to either generate more revenue, cut costs or improve operations;

-        Any other examples which show that the employee takes initiative and is active in the department’s management.

**5)**    **Give concrete examples of occasions when the person being nominated has helped fellow workers at personal sacrifice and/or has gone the extra mile to promote workers’ cohesion and equal opportunities at the workplace.**

This question aims to bring out the sense of solidarity and fairness of the individual.

Examples of solidarity shown for a colleague in need may be related to giving up one’s free time or some financial loss incurred due to the gesture. Volunteering to work on feast days or when colleagues are sick (to mention two common instances) may also be considered as examples, however only when this is done to genuinely help colleagues.

As regards workers’ cohesion and equality, one may give examples of occasions when the employee made a difference in creating a sense of unity among the team, perhaps by ensuring that nobody was left out of a particular activity or by making sure that on a daily basis everyone feels welcome in the group. This may be of particular importance if the hotel employs people with a disability or individuals of different ethnic origins, religious beliefs, sexual orientation, etc.

**6)**    **Is the person active in any voluntary activities? If so, please specify.**

Voluntary activities may be either internal activities (e.g. staff committees, health and safety team, etc.) or activities external to the hotel, for example membership in voluntary organisations, community work, participation in charity events, fundraising for a charitable cause, and so on.

**7)**    **Do you have any further comments about the person being nominated which you wish to forward to the selection committee?**

Please include any comments not addressed in the questions above which you think will help the selection committee formulate a clearer picture of the employee.

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