**Annex C**

**Guidance Notes Hotel Worker of the Year**

**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 1-5 should be included in Annex A;
* 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 detail as possible.

Question-specific guidelines:

**1)**    **Provide a basic profile of the person being nominated describing the nominee’s duties and providing concrete examples that the person performs efficiently.**

For this question, the person filling the application should include the date of employment of the employee, a short personal description of the nominee’s character and the list of duties as assigned by management.

**2)**    **What distinguishes the nominees work from that of colleagues?**

  For this question, the person nominating should explain the main reason why the nominee was selected for the Hotel Worker of the Year Award.

**3)**   **Describe a particular instance or instances to substantiate the above (any relevant additional documentation can be attached in Annex A).**

To substantiate question 2 above, concrete example/s need to be provided that confirm the efficiency of the service given by the nominee in relation to the interaction with guests.

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. Other examples could include elements where particular character traits such as honesty are identified such as instances involving the reporting of 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.

**4)   How has the nominee expressed initiative/s and/or creativity during the of work?**

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.

-  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.

Direct superiors and colleagues can provide valuable input for this question.

**5)**    **Describe any instance/s when the person being nominated has gone beyond the call of duty as assigned (such as helping fellow workers, promoting workers’ cohesion and equal opportunities at the workplace, etc).**

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.