



INDUSTRY AWARD OF EXCELLENCE NOMINATION FRONT-LINE CUSTOMER SERVICE REPRESENTATIVE OR SERVER OF THE YEAR

Presented by Flamborough Chamber of Commerce

This award recognizes front-line staff and servers who have demonstrated dedicated professionalism to their work and a genuine concern for the customer (January 1, 2011 - December 31, 2011). They go "above and beyond" their regular duties to provide exceptional service.

DEADLINE FOR SUBMISSION PACKAGES IS TUESDAY, JANUARY 31, 2012, 4pm.

GUIDELINES

- The three questions must be completely answered.
- Each answer not to exceed 250 words.
- Be thorough and factual and reflect the achievements of the nominee and draw out their outstanding achievements from 2011.
- Using information, statistics and examples from current nomination year (January 1, 2011 - December 31, 2011).
- Include letters of support, emails, online testimonials (eg. Tweets, blog, message board, reviews etc).

QUESTIONS

To be consistent by the judging committee, each answer not to exceed 250 words:

1. Identify the nominee's role in promoting or supporting Hamilton's tourism industry and how they demonstrated dedication and professionalism to their work during 2011.
2. Describe how this nominee demonstrated excellent customer service and genuine concern for the visitor throughout 2011.
3. Describe a specific incident where this nominee demonstrated initiative, creativity and exceeded expectations.

NOMINATION PACKAGE REQUIREMENTS

To be consistent for the judging panel, all nomination packages must be received in the following format:

1. Include Nomination Form
2. Complete answers to above questions
3. Include letters of support and/or testimonials
4. 8 ½ x 11 white paper only, single sided, in a properly secured folder or binder
5. Tape, staple or photograph newspaper clippings, brochures, promotional material, etc to 8 ½ x 11 white paper
6. Packages will not be returned. Please do not include personal items
7. Late and/or incomplete submissions will not be accepted



Please address the nomination package to Tourism Hamilton, Kathy Dunn, Tourism Event Coordinator
34 James Street South, Hamilton, ON L8P 2X8

For more information, please contact Tourism Hamilton at 905 546-2424 x5771 or tourism@hamilton.ca.



NOMINATION FORM

NOMINATION CATEGORY:

☐ Business ☐ Marketing ☐ Industry Award of Excellence

AWARD NAME: _____

(Please indicate the specific award which you are nominating the person or organization – kindly submit only one nomination per form.)

NOMINEE INFORMATION:

NOMINEE NAME/ORGANIZATION: _____

ADDRESS: _____

CITY: _____ POSTAL CODE: _____

TELEPHONE NUMBER: _____ FAX NUMBER: _____

E-MAIL: _____

YOUR INFORMATION:

NOMINATED BY: _____

ADDRESS: _____

CITY: _____ POSTAL CODE: _____

TELEPHONE NUMBER: _____ FAX NUMBER: _____

E-MAIL: _____

Please forward your completed nomination form(s) by Friday, December 16, 2011, 4pm, via fax, e-mail or mail to:

Tourism Hamilton
Attention: Kathy Dunn
kathy.dunn@hamilton.ca
34 James St. S. Hamilton, ON L8P 2X8
905-546-2424 x5584 Fax: 905-546-2667