

# New Zealand Hotel Industry Awards 2019

## Hotel Industry Concierge of the Year Criteria and submission guidelines

The New Zealand Hotel Industry Awards celebrate excellence in our industry. They are managed by Tourism Industry Aotearoa (TIA) and Horwath HTL.

### About this Award

The Hotel Industry Concierge of the Year Award recognises an employee (concierge or porter) who has made an exceptional contribution to their employer in the past 12 months.

### The Award sponsor

Sparkle Master Drycleaners has been in business since 1998 under its current owners and has continually increased business turnover to become the largest dry cleaning operation in Auckland. Our business has been based on providing a reliable professional service principally to the Hotel Trade, operating 365 days a year.

Quality has been the hallmark on which Sparkle has built its business reputation. We understand that costs and efficiency obviously play a major role in running a Hotel. With that in mind we offer an Automated Garment Management System, tracking garments (RFID chips) to and from Sparkle, with the ability to give detailed billing. Sparkle's philosophy has always been to consider ourselves to be in partnership with the hotel, rather than just as service provider, which is why we will always go the extra distance for our clients and their customers.

### Entry criteria

Nominees will:

- have been employed by their current employer for at least 12 months immediately prior to nomination
- be employed in a New Zealand hotel at the time of nomination
- results should focus on the 1 April 2018 to 31 March 2019 year.

Self-nominations are welcome but **must be** supported by the nominee's general manager and/or current manager.

### Your nomination must include:

- a nomination form with all fields completed including the contact names and phone numbers of two referees (judges may contact these referees for further information)
- supporting statements from the general manager and/or current manager and/or any other relevant source

– images:

- several high resolution (1 MB at least) jpeg images of the hotel property with at least one featuring the nominee
- one head and shoulders of the nominee (1MB at least)
- hotel logo.

**Entry deadline: 5pm, Monday, 29 April 2019**

Nominations will not be accepted after this deadline

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**The 2019 Awards will be presented at the New Zealand Hotel Industry Gala Awards Dinner  
Thursday, 20 June 2019 at the Cordis, Auckland**

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## Hotel Industry Concierge of the Year

**Nominations must be submitted using the online nomination form with all sections completed. The maximum word count for each section is noted. Supporting material and images to should be emailed to: [hotelawards@tia.org.nz](mailto:hotelawards@tia.org.nz)**

If you have an enquiry, please contact TIA Hotel Sector Manager Sally Attfield, phone 04 495 0814, email [hotelawards@tia.org.nz](mailto:hotelawards@tia.org.nz)

<b>Overview</b> (200 words)	Why should the nominee win this Award?*
<b>Current role and responsibilities</b> (200 words)	Outline the nominee's current role and responsibilities.
<b>Nomination statements</b>	
<b>Contribution to the hotel</b> (400 words)	How is the nominee's role influential in the overall successful running of the hotel, for example: <ul style="list-style-type: none"> <li>• understanding of hotel operations</li> <li>• cost savings and process improvements made by the nominee</li> <li>• policies and procedures and how these were put into action</li> </ul>
<b>Recognition</b> (400 words)	Recognition the nominee has received from the hotel and/or guests that is over and above what would be expected in their current role. Where possible, please provide a several examples/quotes, and/or supporting testimonials, e.g. external references from tour operators.
<b>Commitment</b> (300 words)	How has the nominee demonstrated their commitment to the hotel, over and above their job description?
<b>Training and career development</b> (200 words)	What training and/or professional development has the nominee undertaken or is intending to undertake to further their career and how has this enhanced their performance?
<b>Personal attributes</b> (200 words)	Describe the nominee's values and personal qualities and examples of these in action, e.g. solutions-focused, proactive, integrity. How is the nominee viewed by their peers?
<b>Additional information</b>	
<b>Association memberships</b>	(e.g. Les Clefs d'Or or equivalent)
<b>Experience and employment</b>	Please outline the nominee's prior hotel/hospitality experience and employment.

\* This information may be used by TIA and Horwath HTL in marketing material.

**Terms and conditions:**

- the judges' decision will be based on the information provided in the online nomination form and the supporting material
- the judges' decision is final and no correspondence will be entered into
- the achievements of the nominee and/or the hotel must have taken place between 1 April 2018 and 31 March 2019
- several finalists will be chosen in each category and a winner selected from those finalists
- in consultation with the judges, TIA and Horwath HTL reserve the right not to announce finalists and/or a winner in this category, due to insufficient nominations or nominations not meeting the required standard
- an entry deems nominees have consented to their name and photograph being used for pre and post-event publicity
- a nomination deems nominee's consent to publication of any of the documents or materials constituting their nomination in the Awards. No commercially sensitive information will be shared
- winners may state in advertising, promotional and any other business material that they are winners but must also state the category of the Award and the year in which it was won
- material submitted for these Awards will not be returned to the nominee or person submitting the nomination.