

New Zealand Hotel Industry Awards 2019

Hotel Industry Front Office Services Employee 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 Front Office Services Employee of the Year Award recognises an employee (reservations/other front office services role) who has made an exceptional contribution to their employer in the past 12 months.

The Award Sponsor

New Zealand School of Tourism is part of New Education Group, New Zealand's leading independent provider of vocational training. We are New Zealand's largest private tertiary establishment that specialises in training programmes for the airline, hotel, travel and tourism industries. We are a Category One provider having gained the highest outcome from NZQA with a Highly Confident in Educational Performance and Highly Confident in Self-Assessment. We have six campuses around the country where we teach unique New Zealand Qualifications Authority (NZQA) approved programmes.

One of our key strengths is our close industry partnerships, both here and abroad. We have over 80 tourism employers who we work with here in New Zealand, connecting our students with them face to face at job fairs across the country each year. We also offer our students money can't buy internships opportunities both here and abroad at places like Skyline, Menzies Aviation, Accor Hotels, Walt Disney World, Hamilton Island in Australia and Broadmoor Resort in Colorado. These work experience and employment opportunities ultimately help our students get that dream job when they graduate.

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

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

Hotel Industry Front Office Services Employee 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

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

Overview (200 words)	Why should the nominee win this Award?*
Current role and responsibilities (200 words)	Outline the nominee's current role and responsibilities.
Nomination statements	
Contribution to the hotel (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"> – understanding of hotel operations – cost savings and process improvements made by the nominee – policies and procedures and how these were put into action.
Recognition (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. Please provide several examples/quotes and/or testimonials where possible.
Commitment (300 words)	How has the nominee demonstrated their commitment to the hotel, over and above their job description?
Training and career development (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?
Personal attributes (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?
Additional information	
Experience and employment	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.