

# New Zealand Hotel Industry Awards 2019

## Hotel Industry General Manager of the Year

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 General Manager of the Year Award recognises a general manager and/or hotel manager who has a passion for their work so great that they go beyond the call of duty. They are a role model to their peers.

### The Award sponsor

AHS Hospitality is Australia and New Zealand's leading provider of hospitality outsourced services to the accommodation sector, responsible for the servicing of over 8,000,000 hotel rooms annually. We have offices and senior management in Auckland and Christchurch. Our industry experience and knowledge ensure we can provide you with access to the most efficient and up to date technology platforms to help reduce and maintain consistent costs for your hotel.

Our service provides a specialised alternative to the in-house approach and delivers consistent results, at a more affordable price to your business. All of our team members are trained specifically in housekeeping operations. AHS Hospitality now employs over 6,000 team members across Australia and New Zealand, servicing a range of hotels including luxury and boutique brands.

### Entry criteria

Nominees will:

- have worked in the hotel industry for a minimum of 10 years
- 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
- the achievements listed by the nominee in this nomination should have taken place within the last three years.

Self-nominations are welcome but **must be** supported by the head/executive/owner of the nominee's organisation/property.

### Your nomination must include:

- a nomination form with all sections completed, including the contact names and phone numbers of two referees (judges may contact these referees for further information)
- a copy of the nominee's curriculum vitae, which should include:
  - focus on your current role and include prior hotel/hospitality experience/employment

- knowledge, experience, interest, involvement and career aspirations in the hotel industry
- hotel education, training and self-development/personal development
- supporting statements from the hotel owner, hotel group owner or senior regional manager
- financial
  - evidence of exceeding KPIs, evidence of how the nominee has contributed to exceeding market metrics
- 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 Awards Gala Dinner  
Thursday, 20 June 2019 at the Cordis, Auckland**

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## Hotel Industry General Manager 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>Skills and qualities</b> (400 words)	Provide details of the nominee's relevant skills and qualities to perform the role? For example: <ul style="list-style-type: none"> <li>– runs well maintained hotel(s)/service that consistently surpasses its competitors</li> <li>– consistency of delivery</li> <li>– a personal touch</li> <li>– demonstrating value for money</li> <li>– develops and introduces new services to enhance customer experience.</li> </ul>
<b>Recognition</b> (400 words)	Recognition the nominee has received from the hotel/guests/industry over and above what would be expected of them in their role. Please provide examples/quotes and supporting testimonials.
<b>Achievements and results</b> (300 words)	Outline the nominee's achievements and results, for example, increased turnover, reduced costs, improved efficiencies.
<b>Adding value</b> (200 words)	How has the nominee added value to the hotel, over and above their job description?
<b>Commitment to employees</b> (200 words)	How has the nominee demonstrated commitment to employees? For example: <ul style="list-style-type: none"> <li>– approach to developing/mentoring employees'</li> <li>– staff career development and initiatives to maximise their potential</li> <li>– willingness to impart knowledge to employees</li> <li>– introduced wellbeing initiatives</li> <li>– implements staff satisfaction surveys and acts on results</li> <li>– initiatives to attract and retain staff.</li> </ul>

<b>Commitment to the industry</b> <i>(200 words)</i>	<p>How has the nominee demonstrated commitment to the hotel/tourism industry?</p> <p>For example:</p> <ul style="list-style-type: none"> <li>– supports industry and/or government initiatives to promote hospitality as a career choice and raise training standards</li> <li>– engages with the local community to promote industry</li> <li>– supports tourism and hospitality associations and events.</li> </ul>
<b>Social responsibility</b> <i>(200 words)</i>	<p>Outline the nominee’s contribution to social responsibility, e.g. contributes personally and involves staff in charitable/environmental/community events and/or initiatives, has a well-communicated and effective environmental programme. Describe any programme(s) initiated or implemented in the last three years.</p>
<b>Career aspirations</b> <i>(200 words)</i>	<p>What are the nominee’s career goals and aspirations?</p>
<b>Training and career development</b> <i>(200 words)</i>	<p>What professional development has the nominee undertaken or is intending to undertake to further their career and enhance their leadership skills?</p>
<b>Values and leadership attributes</b> <i>(200 words)</i>	<p>Describe and provide examples of the nominee’s personal qualities and leadership style. Areas to cover could include why they have chosen a career in hotels; leadership style and how they have evolved as a leader; how they are viewed by staff and peers; personal qualities.</p>

*\* 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.