

13th Annual

Atlantic City

always turned on™

Host Awards Call For Nominations



Turned on to Excellence in Customer Service

The Atlantic City Host Awards honor employees in the tourism/hospitality industry who enhance the experience for Atlantic City visitors.

These awards are presented to employees who distinguish themselves through enthusiasm and exemplary service, while promoting the destination.

We invite and encourage you to nominate a special individual for an Atlantic City Host Award.

Proceeds benefit the



Deadline: March 31, 2010

Who Is Eligible?

Non-managerial employees in the hotel, restaurant, retail, tourism or hospitality-related fields, including the public sector. Employees should have direct contact with, or provide support to, visitors and customers and distinguish themselves by promoting Atlantic City through exemplary service and customer satisfaction.

Criteria For Awards:

- One nomination per award category may be submitted.
- Nominations may be submitted by management personnel only. The person nominated must hold a non-managerial position. No past winners are eligible.
- Nomination testimonials should be no longer than one page. No attachments may be submitted.
- The individual's service must be outstanding and the candidate must project a positive image of Atlantic City as a destination, as well as a positive image of their company.
- All nominations must be received at the Atlantic City Convention & Visitors Authority office no later than March 31, 2010.

Award Categories

1. Best Server, Free Standing restaurant not operated by a Casino

Candidates from a la carte full service food restaurants, including bar service staff.

2. Best Server, Fine Dining Casino Restaurant

Candidates from al la carte full service, including bar server staff.

3. Best Server, Casual Dining Casino Restaurant

Candidates from food outlets, including bar server staff.

4. Best Server, Resort Hotel Restaurant

Candidates from a la carte full service food outlets in resort hotels, including bar server staff.

5. Best Server, Banquet/Catering

Candidates serving banquet meal functions in casinos, resort hotels, free-standing restaurants, or off-premise catering.

6. Best Food and Beverage Support

Food service personnel including dishwashers, bus persons, bar porters and banquet set-up who assist wait staff in casinos, resort hotels or free-standing restaurants.

7. Best Bartender

Candidates from taverns, casinos, resort hotels, free-standing restaurants or off-premise catering.

8. Best Host/Hostess

Seaters and greeters from casinos, resort hotels or free-standing restaurants.

9. Best Visitor Information Service Personnel (Thomas G. Henning Award)

Candidates from guest contact positions at Atlantic City/County attractions, parks, recreation facilities or guest relations and information desks.

10. Best Retail Sales Associate

Candidates from retail stores directly serving the customer.

11. Best Valet

Candidates in valet positions at restaurant, resort hotels or casinos.

12. Best Door Person

Candidates in door positions at restaurant, resort hotels or casinos.



13. Best Bell Person

Candidates in bell positions at restaurant, resort hotels or casinos.

14. Best Room Service Personnel*

Candidates from Resort Hotels and Casino Hotels responsible for setting up and delivering in room dining food orders. This does not include order takers.

15. Best Butler*

Candidates from Resort Hotels and Casino Hotels who prepare suite, coordinate special requirements and provide butler services.

16. Best Room Attendant/Housekeeper

Candidates who clean guest rooms in casino hotels or resort hotels.

17. Best Food Production Personnel

Candidates from free-standing restaurants, casino hotels or resort hotels that directly cook, maintain food safety standards and support kitchen food production personnel (line cooks, pastry cooks, pantry workers), or food attendants who service complimentary food/beverage operations at limited-service properties.

18. Best Concierge/Guest Services

Candidates in concierge and concierge-related positions.

19. Best Heart /Back of the House Personnel

Candidates from casinos, resort hotels or free-standing restaurants who directly support front-line customer contact personnel. Positions include administrative personnel, hotel PBX operators, wardrobe and laundry personnel.

20. Best Reservationist

Candidates from direct contact positions within a casino or resort hotel; i.e., front desk and reservations personnel.

21. Best Security Personnel

Candidates from security positions, including emergency medical technicians, within a casino or resort hotel who directly interface with guests.

22. Best Casino Games Personnel (The Ray Kot Award)

Includes dealers, poker, racebook and keno.

23. Best Casino Support Personnel

Includes slot attendants, slot technicians, slot cashiers, pit clerk, casino/cage cashiers, casino credit clerks and hard/soft count attendants.

24. Best Public Area Personnel

Candidates from resort hotels and casinos including EVS attendants, public area cleaners, housemen and facilities/maintenance/grounds keeping personnel.

25. Best Cashier

Candidates from restaurants, resort hotels, casino hotels, attractions and transportation authorities, includes hotel cashiers, food and beverage cashiers, parking cashiers, valet cashiers and toll collectors.

26. Best Cocktail Server

Candidates include servers from the casino floor and showroom.

27. Best Spa Personnel

Candidates include spa concierge, spa receptionist, attendants and pool attendants.

**New Award Category*

Award Recipients:

The nomination committee, comprised of hospitality and business professionals, will review all nominations in confidence. Up to five (5) finalists will be chosen in each category.

Awards Ceremony:

Finalists will be recognized at The 13th Annual Host Awards Ceremony on May 12, 2010. All finalists will receive two complimentary tickets to the awards gala. Family, friends, and co-workers are invited to purchase additional tickets or corporate tables to attend the event and support their nominee.

Selections are made by the Atlantic City Host Award Nomination Committee consisting of representatives from the hospitality industry. For more information contact the Atlantic City Convention & Visitors Authority at 609-449-7174.



Nomination Form:



NO ATTACHMENTS WILL BE ACCEPTED

Candidate _____

Job Title _____

Host Award Category _____

Years of Service Experience _____

Productivity: Provide an example(s) of how this employee demonstrates productivity on the job - from the start of their shift to the end - even under challenging situations.

Initiative: Provide an example(s) of how this employee displays energy at work and demonstrates self motivation.

Positive Attitude: Provide an example(s) of how this employee exemplifies a positive attitude even under challenging circumstances.

Superior Service: Provide an example(s) of how this employee demonstrates service excellence internally or externally to their customers.

Teamwork: Provide an example(s) of how this employee displays their commitment to a “team” environment.



NO ATTACHMENTS WILL BE ACCEPTED



Company _____

Company Address _____

Supervisor/Manager _____

Phone _____ Fax _____

**One nomination per award category may be submitted.
Return all nominations to:**

**ACCVA
2314 Pacific Avenue, Atlantic City, NJ 08401
Attn: Host Awards**

All nominations must be submitted no later than March 31, 2010

If you have any questions, please call Jacqueline Carole at 449-7174.