

16th Annual Atlantic City 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



ATLANTIC CITY

CONVENTION & VISITORS AUTHORITY FOUNDATION

Empowering People. One Dream At A Time

Deadline: March 22, 2013

Who Is Eligible?

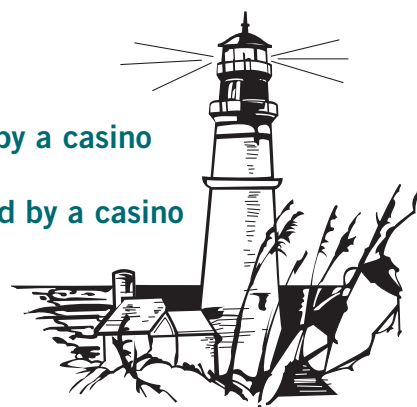
Non-managerial employees in the hotel, restaurant, retail, tourism or hospitality-related fields, including the public sector. Employees should have direct contact with, or provide support to, visitors and customers and distinguish themselves by promoting Atlantic City through exemplary service and customer 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 22, 2013.

Award Categories

- 1. Best Server, Fine Dining in privately owned restaurant not operated by a casino**
Candidates from a la carte full service food restaurants, including bar service staff.
- 2. Best Server, Casual Dining in privately owned restaurant not operated by a casino**
Candidates from a la carte full service food restaurants, including bar service staff.
- 3. Best Server, Fine Dining Casino Restaurant**
Candidates from al la carte full service, including bar server staff.
- 4. Best Server, Casual Dining Casino Restaurant**
Candidates from food outlets, 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 and Boardwalk Ambassadors.
- 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 Guest Services/Concierge

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 count room employees.

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.

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 16th Annual Host Awards Ceremony on May 8, 2013. 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 _____ Supervisor _____

Company _____

Company Address _____

Phone _____ E-mail _____

Please submit a 100 word summation of a critical incident of why this nominee stands out based on one or all of the following:

- Provide an example of how this employee demonstrates productivity on the job from the start of their shift to the end even under challenging circumstances.
- Provide an example of how this employee displays energy at work and demonstrates self motivation.
- Provide an example of how this employee exemplifies a positive attitude even under challenging circumstances.
- Provide an example of how this employee demonstrates service excellence internally or externally to their customers.
- Provide an example of how this employee displays their commitment to a "team" environment.

One nomination per award category may be submitted.
All nominations must be submitted no later than March 22, 2013. Return all nominations to:
ACCVA, 2314 Pacific Avenue, Atlantic City, NJ 08401
Attn: Host Awards

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