

EMPLOYEE EXCELLENCE IN SERVICE – GENERAL DIVISION

Nomination Cost: \$99.00 (inc. GST)

Nomination Criteria and Submission Requirements

This category will recognise excellence in a hotel employee from any department within the hotel operation. The general division refers to a traditional pub/hotel. You may have a position within the accommodation section, bar, restaurant, HR, office or cleaning team at your venue, but the venue maintains a traditional pub/hotel style. This category is for employees who are always considered to offer outstanding service and are proof that good help is not always so hard to find.

Please note: Only shortlisted candidates will be invited to attend either an in person or phone interview between February – April 2024.

Additional documents

1. 3 x High Resolution images of the staff member relevant to the nomination category
2. An updated CV/Resume and Covering Letter (**with staff members' contact details**)
3. Recommendation letter from employer or others if available
4. Video Submission answering criteria questions answering the questions through the program FaceCruit. These questions will be no longer than 2 minutes each. Where possible please film your video in landscape. Please apply through the following link [HERE](#)

Video Submission Questions

Judges will base their assessment on a range of areas from both the submission and interview, including but not exclusive to, the following:

1. **Please elaborate on your current position and the venue you work with. I'm interested in understanding the scope of your responsibilities, the size and style of your venue, and the primary demographic of your clientele.**
2. **How do you define Customer Service within your role, and how do you actively embody it?**
3. **In your role, how do you interpret and exemplify professionalism?**
How have you contributed to your community or the industry as a whole? This can be anything from volunteering, formal training, supervisory roles assisting less experienced staff etc.
4. **Sustainability is a key topic right now. How do you integrate sustainability initiatives within your role and venue?**

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Criteria Continued Below

5. Can you share examples of your contributions to the hospitality industry? This could include involvement in apprenticeships, engagement with school career fairs, or participation in industry associations.

6. What are your top three career accomplishments so far? What achievements are you most proud of?

What are your ultimate goals within the industry and what steps do you plan to undertake to achieve these? This might include any previous or current menu's that you have designed and/or had input in.

7. What makes you a deserving candidate for this Employee Excellence in Service – General Division Award?

8. Is there any additional information you'd like to provide in support of your nomination for this award? What aspect do you feel hasn't been addressed yet?