

Hospitality Service Award

Nomination Qualifications, Requirements and Instructions

Last Updated
January 1, 2018

This customer service award has been created to recognize non-owner, non-management ¹ staff working in tourism / hospitality related businesses in the Beaver Dam area that consistently demonstrate excellent customer service – over and above the minimum levels of customer service expected by most local employers. More than one recognition may be awarded, annually.

Staff may be full-time, part-time or seasonal and must have been working for a minimum of 3 months with their current employer. Staff must be paid staff.

Examples of eligible staff: front desk staff, maintenance and housekeeping staff, tour guides, customer service representatives, salespersons (non-management), restaurant servers, bartenders, and any other front line or back of house staff.

Recognition will include:

- Public recognition at the annual *Tourism Week Luncheon*, conducted as a joint Beaver Dam Chamber / Beaver Dam Rotary Club event on the first or second Monday of May each year
- A Hospitality Service Award Certificate of Excellence for each recipient
- A photo of each recipient that will be featured on the Chamber's website and in an upcoming edition of the Chamber's *Depot Dispatch* newsletter
- A gift basket for each recipient

What we are looking for on your nomination form:

- Consider both front-line and back of house staff when choosing nominees
- Business must be located in the greater Beaver Dam area ² (nominations from out-county will not be considered)
- Ensure the nomination form is completely filled out, including nominator information and the owner or manager of the nominee's employer

Items to be considered for inclusion on the nomination form:

- Examples of internal/external customer service training the nominee has received - In-house customer service training; Chamber sponsored *Hospitality Refresher 101* training; any hospitality training through MPTC or other technical college or university; review by nominee of nationally known training videos (Give 'em a Pickle, FISH, etc.)
- Examples of internal/external recognitions - Employee of the month; other employer recognitions/awards; Customer recognitions or positive comment cards

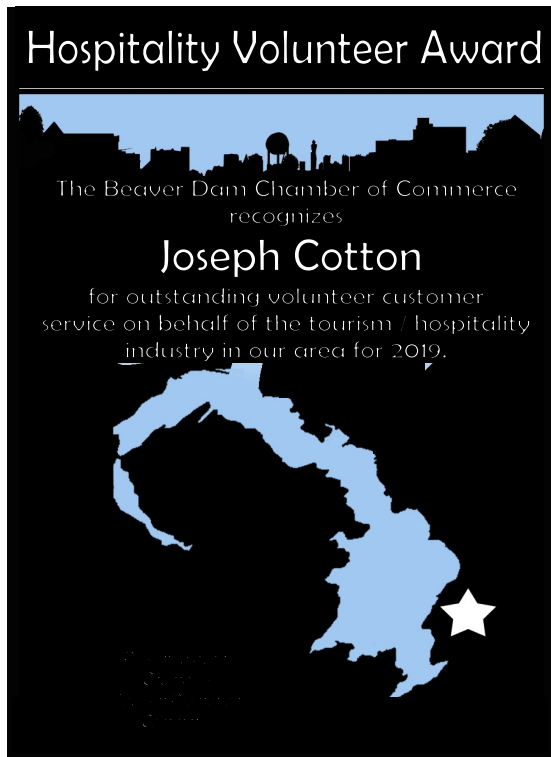
In order to ensure that we are able to recognize a wide cross section of the business community, we may limit the number of allowable nominations per organization.

1 = Nominees can be shift supervisors but not a higher level of management at their company.

2 = Organizations that serve the Beaver Dam area but are not located within the city limits such as operators of the airport, or staff at the Horicon Marsh, WILL be considered.



To the right is the design of the
Hospitality Service Award Certificate,
which is basically an 8½" x 11, framed certificate.



The Tourism Promotion Committee of the Chamber is considering a second award, to recognize an outstanding volunteer who demonstrates outstanding customer service.

This 2nd award may be introduced in 2019.



Hospitality Service Award Nomination

Beaver Dam Chamber of Commerce

Hospitality Service Award Nomination

The Beaver Dam Chamber of Commerce recognizes customer service in the hospitality / tourism sector each year by identifying one or more local workers who exemplify excellent customer service on the job, and who serve as ambassadors of our tourism / hospitality businesses and organizations to our community and our out of town guests. While this award is centered on the greater Beaver Dam area, nominees DO NOT have to live in Beaver Dam in order to be considered. The employers of nominees should be within the greater Beaver Dam area, but do not have to be members of the Beaver Dam Chamber of Commerce in order for their employee to be considered for this recognition.

Nominee Information

NOMINEE'S NAME: _____
 Business Name: _____
 Owner/Manager Name: _____
 Address: _____
 City/State/Zip: _____
 Phone #: _____ Owner/Mgr. Email: _____

Nominator Information

Business Name: _____ (if applicable)
 Nominator Name: _____
 Address: _____
 City/State/Zip: _____
 Phone #: _____ Nominator Email: _____

Please use the back side of this form or one side of an 8½" x 11" piece of paper to describe why you believe this individual is deserving of the Hospitality Service Award by the Beaver Dam Chamber of Commerce. No other materials, nor additional pages of description, will be allowed in the review process. All fully completed nominations will be considered. The Tourism Promotion Committee of the Chamber, including the Chamber President, select each year's recipient or recipients.

Nominations for the 2018 award are due by Wednesday, April 11, 2018. Recipient(s) will be recognized at the annual Tourism Week Luncheon the first or second Monday of May.

Forward your nomination to the chamber:

Beaver Dam Chamber of Commerce
 HSA Nomination
 127 S. Spring Street
 Beaver Dam, WI 53916

Phone: (920) 887-8879
 info@beaverdamchamber.com

Past Recipients:

2017	Zachary Cook	Old Hickory Golf Club
2018		
2019		
2020		
2021		
2022		
2023		
2024		
2025		
2026		



