

EXCELLENCE IN SERVICE (FRONT OF HOUSE)

This category is open to employees responsible for providing excellent customer service, they must have been employed for not less than 6 months and be nominated by his/her employer.

Important: Please ensure that each question is addressed in 100 words or less and that your submission follows the “Written Guidelines” as set out in the entry kit.

- List recognitions and acknowledgements that you have received during your time at the hotel/within the industry.
- List and describe any training courses that you have undertaken or intending to take to further your career, and the reasons for undertaking this training.
- Describe that value that you have brought to your business, your relationship with other staff members and interaction with customers.
- Explain the importance of personality and personal presentation when working within the hospitality industry and the difference that these two things make to a customers experience.

INTERVIEW

The finalists will also be required to appear before a judging panel that will be made up of professionals within the industry. The individual will be required to bring a copy of their current Curriculum Vitae and will be judged on the following things:

- The information provided in the Curriculum Vitae
- Quality of answers
- Personal presentation standards
- Personality