

# **VISIT PENSACOLA'S HOSPITALITY HEROES**

To nominate a frontline employee who has gone "above and beyond" in providing great customer service, complete the following form.

**Deadline for nomination submission: Friday, April 22, 2016**

Management should use the following guidelines when submitting a nomination, which will be reviewed by a panel of guest service experts:

## **The "Wow" Moment Criteria:**

- The service provided by the staff member was totally unexpected by the guest and so memorable that the visitor can't wait to tell others. It makes them say "WOW!"
- The nominee's job duties will be considered in light of the level of service provided. That means that if it's above and beyond the staff member's regular job responsibilities, it's eligible for nomination.
- Winners are chosen on the quality of the service provided, not on the number of nominations received.

**In addition to the above criteria, the hospitality frontline employee must also consistently:**

- Possess a positive attitude
- Be attentive and courteous to customers
- Be reliable and professional
- Have a good working relationship with others
- Be able to communicate effectively with peers, management and visitors
- Goes the extra mile by demonstrating his/her commitment to excellent customer service


Nominees can be paid employees, volunteers or previous winners of your company's internal employee recognition program.


**Completed nomination form and photo should be sent by Friday, April 22<sup>nd</sup>, to:**

Visit Pensacola  
Attn: Hospitality Heroes Program  
1401 E. Gregory Street  
Pensacola, FL 32502

Or email to: [lbrososky@visitpensacola.com](mailto:lbrososky@visitpensacola.com)

**Nominations with incomplete/missing information will not be considered. Nominations received after the deadline will be returned to you.**

 800.874.1234  
850.434.1234

 fax:  
850.432.8211

 1401 E. Gregory St.  
Pensacola, FL 32502

 [visitpensacola.com](http://visitpensacola.com)  
[facebook.com/visitpensacola](https://facebook.com/visitpensacola)



# **HOSPITALITY HEROES NOMINATION FORM**

Date: \_\_\_\_\_

Name of Nominee: \_\_\_\_\_

Company Name: \_\_\_\_\_

Job Title/Responsibilities: \_\_\_\_\_

Years of Service at Current Employer: \_\_\_\_

Years of Service in Hospitality Industry: \_\_\_\_

Category: \_\_\_\_ Restaurant/Dining

\_\_\_\_ Lodging

\_\_\_\_ Transportation (*i.e. cab driver, parking attendant, airline, toll booth*)

\_\_\_\_ Attractions/Venues

\_\_\_\_ Shopping

Please explain the "Wow" service experience (*use additional sheet if needed*):

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Tell us more about this employee and why he/she should be recognized as a Visit Pensacola Hospitality Hero (*use additional sheet if needed*):

Hero (*use additional sheet if needed*):

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**Attach examples of recognition (i.e. letters from guests, awards or recommendations).**


Submitter's Name: \_\_\_\_\_

Company Name: \_\_\_\_\_

Title: \_\_\_\_\_

Address: \_\_\_\_\_ City, State, Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

 800.874.1234  
850.434.1234

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