

PENNSYLVANIA'S
**Spirit of
Hospitality**
2012
AWARDS PROGRAM

CALL FOR NOMINEES

Employee of the Year

Department Manager of the Year

General Manager of the Year

Innkeeper of the Year

Community Service Award

Guest Relations Award

Student of the Year Award

Associate Member of the Year Award

**Nominations must be postmarked by February 24, 2012
or via email no later than February 29, 2012**

PENNSYLVANIA'S
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Hospitality**
2012
AWARDS PROGRAM

The Pennsylvania Tourism & Lodging Association (PTLA) presents the Pennsylvania Spirit of Hospitality Awards as a means of honoring exceptional performance, commitment and achievements in the hospitality and tourism industry. The awards will be presented during the Spirit of Hospitality Awards Dinner on April 23, 2012, at the Sheraton Harrisburg - Hershey Hotel. These prestigious awards recognize outstanding qualities that set the standards for the entire industry.

Please take a few minutes to review the terms of consideration and entry rules for nominations. Nominees will be judged on the content of the information provided in an essay format. The recognition of your business, employee or manager being chosen for exemplary qualities will distinguish you as a leader in our industry. All nominations must be submitted in an essay format.

For an essay template, go to www.patourism.org/soh. Additional information, including published articles, letters from guests and employees, documentation of recognition, etc., will be accepted in addition to the essay.

If you have any questions regarding the Awards or nomination process, please contact PTLA at 717-232-8880 or info@patourism.org.

The PA Tourism & Lodging Association will nominate recipients of the 2012 Spirit of Hospitality Awards for the 2013 American Hotel & Lodging Association's Stars of the Industry National Awards Program, in nomination categories that cross over in both awards programs.

Members are encouraged to re-submit past nominees.

SEE PAGE 3 FOR RULES FOR NOMINATIONS

Members may register online to attend the Awards Dinner at
<http://shop.patourism.org/conferences.php?id=1>

EMPLOYEE OF THE YEAR

This award provides properties an opportunity to recognize exemplary performance and exceptional service by an employee in a non-management position. Nominees are judged on performance that goes above and beyond normal job responsibilities, outstanding and exemplary service to the business, to the guests, and to the community.

DEPARTMENT MANAGER OF THE YEAR

This award gives lodging properties the opportunity to recognize exemplary professionalism and exceptional service by a supervisory employee. Nominees are judged on outstanding and exemplary service to the property, to the guests, and to the community.

GENERAL MANAGER OF THE YEAR

This award honors a general manager who has demonstrated professionalism in operating a property and has taken a leadership role in the industry by actively participating in association, community, or industry programs.

INNKEEPER OF THE YEAR

This award honors an innkeeper who has demonstrated professionalism in operating a bed & breakfast, country inn, boutique hotel, or farm vacation property and has taken a leadership role in the lodging industry by actively participating in association, community, or industry programs.

COMMUNITY SERVICE AWARD

This award is given for programs designed to provide service and demonstrates the individual property or chain's responsiveness to the local community. Examples include: campaigns to benefit local or national service organizations or charities; service to any part of the community through a special project; and joint undertakings with community groups for the benefit of the community.

GUEST RELATIONS AWARD

This award is given to programs or individuals that develop a climate conducive to new or repeat business, create goodwill among guests, provide special services, reverse a negative public relations situation, or effectively resolve guest complaints.

STUDENT OF THE YEAR AWARD

This award is given to a student in an Associate or Bachelor degree program who has two or more years of hospitality industry experience, a GPA of 3.0 or higher, and who demonstrates outstanding skills and abilities in the hospitality field. Nominees are judged on leadership, teamwork, and respect towards others; dedicated focus on customer service; a commitment to continuous quality improvement in the classroom and on the job; a professional image and positive attitude; as well as an overall commitment to the spirit of hospitality. Student must either be enrolled in a Pennsylvania degree program or work at a Pennsylvania property.

ASSOCIATE MEMBER OF THE YEAR

This award is given to a vendor of the hospitality and tourism industry that has been a member in good standing and active in PTLA (i.e., committee service, attendance at association events, etc.) for two or more years. Nominees are judged on their commitment to the industry through their participation in activities and programs designed to benefit of PTLA membership

RULES FOR NOMINATIONS

- The property/business must be a member in good standing of the PA Tourism & Lodging Association and have all required permits and licenses.
- Nominees for the Lodging Employee of the Year, Department Manager of the Year, Innkeeper of the Year, and General Manager of the Year Awards must have served in the lodging industry for a minimum of three years.
- Nominations for the Community Service and Guest Relations Awards must submit a full description of the program or activity, including goals, implementation and results.
- All nominations are to be provided in an essay format as outlined in the Call For Nominees and can be found at

www.patourism.org/soh

- Winners from preceeding year are not eligible to be nominated.
- All chosen finalists/winner and a guest, will be provided with a complimentary registration to attend the Awards Reception.
- All nominations should be for work completed from January 1, 2011 to December 31, 2011. Nominations must be postmarked by February 24, 2012 or via email no later than February 29, 2012 to info@patourism.org.
- All submitted entries become property of the Pennsylvania Tourism & Lodging Association.
- All Finalist and Recipients will be notified immediately following the judging, which will take place the week of March 13, 2012.

**The Nomination Form can be
downloaded from www.patourism.org/soh**



PA TOURISM & LODGING ASSOCIATION SPIRIT OF HOSPITALITY OFFICIAL NOMINATION FORM

Please read all information in this brochure to determine eligibility of the employee or program you plan to submit.

Check the box next to the category below for which you are submitting an entry, and use only one entry per form. (Please make copies for additional entries.)

- Employee of the Year
- Department Manager of the Year
- General Manager of the Year
- Innkeeper of the Year
- Community Service Award
- Guest Relations Award
- Student of the Year Award
- Associate Member of the Year Award



Nominee Name _____

Title _____

Property / Business _____

Address _____

City/State/Zip _____

Telephone _____

Email Address _____

Entry Submitted By _____

Title _____

Telephone _____

Email Address _____

Return this form to: PA Tourism & Lodging Association
ATTN: Spirit of Hospitality Awards
128 Walnut Street
Harrisburg, PA 17101

Or by email to: info@patourism.org

Notice of receipt of nominations will be confirmed via an email to the person submitting the entry.

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