

They give outstanding service.

They go above and beyond the call of duty.

They value their customers and coworkers.

They are the core of the industry.

They are our stars...



*Stars
of the Industry*



The Arkansas Hospitality Association is searching for stars to honor at the 11th Annual Stars of the Industry Awards. These awards recognize outstanding performance, commitment, and achievements from employees in the foodservice, lodging, and tourism industry. The recognition and awards will be presented at a Gala Awards Dinner to be held at the Clinton Presidential Library, Little Rock, on Monday, February 27, 2012.

You are invited to submit nominations for two special awards presented that evening. All honorees will be recognized at the reception and awards dinner. **It is an honor to be nominated.**

Front of House Hospitality Employee of the Year — This award will recognize exemplary performance and exceptional service by an employee in a non-management position with regular customer contact. Honorees are judged on performance that goes above and beyond normal job responsibilities, including outstanding and unusual service to the business, to guests, or the community. This covers lodging, foodservice, travel and tourism, and associate members.

Heart of House Hospitality Employee of the Year — This award will recognize exemplary performance and exceptional service by an employee in a non-management position who does not have regular customer contact. Honorees are judged on performance that goes above and beyond normal job responsibilities, including outstanding and unusual service to the business, to guests, or the community. This covers lodging, foodservice, travel and tourism, and associate members.

Hospitality Manager of the Year — This award will recognize exemplary performance and exceptional service by an employee in a management position. Honorees are judged on performance that goes above and beyond normal job responsibilities, including outstanding and unusual service to the business, to guests, or the community. This covers lodging, foodservice, travel and tourism, and associate members. *These awards are not reserved for board members of AHA or general managers/owners of properties. Golden Key, Silver Cup, Salut au Restaurateur and Hall of Fame Awards may be given to these individuals.*

RULES

- All honorees must be employed by properties that are members of the Arkansas Hospitality Association.
- Nominators should plan to send the honoree to the Gala Awards Dinner. This is a great way to honor your staff!
- Applications should include materials that substantiate the award entry such as photos, letters of commendation, guest comment cards, news clippings, etc. Testimonials and/or references can be included also.
- Honorees must have served in the industry for a minimum of two years.
- Businesses may only submit one entry per category (a total of three entries per company).
- All entry forms should be for work completed by the honoree in 2011.
- All submitted entries become the property of the Arkansas Hospitality Association. Entry forms must be postmarked or delivered to the AHA office by 4:30 p.m. on Friday, February 10, 2012.

AWARDS NOMINATION FORM

Name of Honoree _____ Title _____

Entry Submitted by _____ Title _____

Company _____

Address _____ City, State, Zip _____

Phone _____ FAX _____ E-mail _____

Award Category (check one): Front of House Employee of the Year Heart of House Employee of the Year
 Hospitality Manager of the Year

Use the space below to describe why your honoree should be recognized. (Please list the years of service, information about community involvement, and any other information that makes this person stand out as an exceptional employee.)

(Use additional pages if necessary.) E-mail a photo of honoree to holly@arhospitality.org by Feb. 10th. Return by Friday, February 10th (4:30 p.m.) to: Holly Heer at AHA, PO Box 3866, Little Rock, AR 72203-3866; or FAX: (501) 376-6517. Call AHA at (501) 376-2323 if you have questions or e-mail—holly@arhospitality.org