



# {2010 Nominations}

ROSE (Recognition of Service Excellence) Awards recognize Northeast Florida front line hospitality employees who demonstrate excellent customer service. These industry champions showcase the region's commitment to creating an extraordinary visitor experience.

Please type or print information. The deadline for nominations is January 6, 2010.

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

Job Title of Nominee: \_\_\_\_\_

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

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

Submitted by: \_\_\_\_\_

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

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

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ E-mail: \_\_\_\_\_

**PLEASE PROVIDE ON AN ADDITIONAL PAGE:**

- Reason your nominee is an ideal candidate for a ROSE Award, including two examples
- Nominee's biography

**WHICH AWARD(S) CATEGORY ARE YOU NOMINATING THIS PERSON FOR BEST:**

- |   |  |
|---|--|
| <input type="checkbox"/> Server Upscale/Fine Dining Restaurant        | <input type="checkbox"/> Customer Service—Tour Guide                     |
| <input type="checkbox"/> Server Restaurant                            | <input type="checkbox"/> Customer Service—Attraction                     |
| <input type="checkbox"/> Server Banquets/Catering                     | <input type="checkbox"/> Guest Service—Front Desk                        |
| <input type="checkbox"/> Server Fast Food                             | <input type="checkbox"/> Guest Service—Concierge                         |
| <input type="checkbox"/> Bartender                                    | <input type="checkbox"/> Guest Service—Bell Attendant                    |
| <input type="checkbox"/> Food Service—Kitchen Staff                   | <input type="checkbox"/> Guest Service—Valet                             |
| <input type="checkbox"/> Customer Service—Airline Agent               | <input type="checkbox"/> Room Attendant/Engineer                         |
| <input type="checkbox"/> Customer Service—Support to an Airline Agent | <input type="checkbox"/> Driver—Ground & Water Transportation            |
| <input type="checkbox"/> Customer Service—Car Rental Agent            | <input type="checkbox"/> Behind the Scenes (housekeeping/security guard) |

**NOMINEE SHOULD EXEMPLIFY THE FOLLOWING CHARACTERISTICS:**

- Ambassador for Northeast Florida and the hospitality industry
- Dependable
- Passionate
- Creates a positive impression for the visitor
- Serves as role model to peers
- Exemplifies a commitment to great customer service

Return nominations to: ROSE Award Nominations  
North Florida Hotel & Lodging Association  
208 N. Laura St., Ste. 208  
Jacksonville, FL 32202

Or e-mail nomination form(s) to [nominations@nfhlroseawards.com](mailto:nominations@nfhlroseawards.com) or fax to (904) 798-9103.

The ROSE Awards will be held on February 3, 2010 at the Omni Jacksonville Hotel.

If you have any additional questions, please call (904) 421-9176 or e-mail [info@nfhlroseawards.com](mailto:info@nfhlroseawards.com).

The ROSE Awards is a program of:

