



# {2012 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 26, 2012.

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: \_\_\_\_\_ E-mail: \_\_\_\_\_

**PLEASE PROVIDE ON AN ADDITIONAL PAGE:**

- Brief biography of nominee (resume or work history is suitable)
- Please answer the following questions on your nominee:
  - 1) Being dependable is defined as trustworthy and reliable. How has this person instilled that confidence in you and why?
  - 2) Describe an exact instance when your nominee has exemplified a commitment to providing outstanding customer service (testimonials from clients/guests are also encouraged)

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

- |  |  |
|--|--|
| <input type="checkbox"/> Server: Upscale, Fine Dining Restaurant       | <input type="checkbox"/> Customer Service: Attraction/Tour Guide |
| <input type="checkbox"/> Server: Restaurant                            | <input type="checkbox"/> Guest Service: Front Desk               |
| <input type="checkbox"/> Server: Banquets, Catering                    | <input type="checkbox"/> Guest Service: Concierge                |
| <input type="checkbox"/> Server: Fast Food                             | <input type="checkbox"/> Guest Service: Bell Attendant           |
| <input type="checkbox"/> Bartender                                     | <input type="checkbox"/> Guest Service: Maintenance/Engineer     |
| <input type="checkbox"/> Food Service: Kitchen Staff                   | <input type="checkbox"/> Guest Service: Valet                    |
| <input type="checkbox"/> Customer Service: Airline Agent               | <input type="checkbox"/> Guest Service: Housekeeping             |
| <input type="checkbox"/> Customer Service: Support to an Airline Agent | <input type="checkbox"/> Guest Service: Private Club             |
| <input type="checkbox"/> Customer Service: Car Rental Agent            | <input type="checkbox"/> Guest Service: Security                 |
| <input type="checkbox"/> Customer Service: Retail                      | <input type="checkbox"/> Golf Services                           |
| <input type="checkbox"/> Customer Service: Spa and Recreation          | <input type="checkbox"/> Driver: Ground & Water Transportation   |
| <input type="checkbox"/> Customer Service: Tourism Ambassador          | <input type="checkbox"/> Behind the Scenes                       |

**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. 102  
Jacksonville, FL 32202

Or e-mail nomination form(s) to [nominations@nfhlaroseawards.com](mailto:nominations@nfhlaroseawards.com) or fax to (904) 798-9109.

To complete an online nomination form visit, [www.nfhlaroseawards.com](http://www.nfhlaroseawards.com)

The ROSE Awards will be held on February 21, 2012 at the Hyatt Regency Jacksonville Riverfront.

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

The ROSE Awards is a program of:

