

2024 AWARDS CRITERIA

(1) PROPERTY AWARD

Outstanding Property of the Year

This award recognizes properties that demonstrate excellence first class hospitality. Properties in this category set standards for others to follow in areas of customer service, associate engagement, community service and sustainability. They are the “Shining Star” properties in the industry.

(8) EMPLOYEE AWARDS

Culinary & Kitchen Star of the Year

(hourly position)

Nominees in this category are considered for hourly associates working in the back of the house of the Culinary & Kitchen departments. Positions examples includes line cooks, prep, pastry, purchasing, banquet cooks, dishwashers or stewards etc.

Food & Beverage Star of the Year

(hourly position)

Nominees in this category are considered for hourly associates working in the front of the house of the Food and Beverage Operation. Position example includes servers, bartenders, hostesses, banquet servers, food runner or bar backs etc.

Front Office & Guest Services Star of the Year

(hourly position)

Nominees in this category are considered for hourly associates working in the Front of the house in Customer Service. Position example includes front desk agent, bellman, doorman, concierge, valet, driver, reservations, PBX/Communications, health club attendant, or business center etc.

Housekeeping Star of the Year

(hourly position)

Nominees in this category are considered for hourly associates working in the housekeeping/laundry departments. Position examples includes housekeeper, houseperson, laundry attendant, linen room attendant or chute attendant etc.

Back of the House Star of the Year

(hourly position)

Nominees in this category are considered for associates working in the Back of the House. Position examples includes Admin/Coordinator, Engineering, Accounting, HR, Security, Event/Banquet set up etc.

Sales & Events Professional of the Year

(hourly or management position)

Nominees in this category are considered for associates or managers supporting Sales or Events. Position examples includes Catering Sales, Director of Sales, Area Director of Sales, Event Managers, Event Coordinators or Sales Specialists etc.

Manager of the Year

(management award)

This award recognizes exceptional performance by a manager to their team, to guests, and to the community. Those eligible for nomination include any manager who has responsibility for a division, department, or function etc.

General Manager of the Year

(management award)

The finest hoteliers see the big picture while also looking after all the small details that make their vision a reality. These individuals have risen through the ranks and come to exemplify all the best attributes of our industry. They are General Managers who reach out to guests, inspire their team and extend themselves to the broader community.