

# CRITERIA FOR LAKEVILLE'S HOSPITALITY STAR AWARDS



The Star Awards are designed to recognize hospitality and tourism employees that are exceptional in their line of work. Owners and top management of Lakeville Area Chamber member businesses in good standing can nominate their candidates each year. Local tourism attraction organizations that have a marketing partnership with the Lakeville Convention & Visitors Bureau may also nominate employees. There is no limit on the number of applications one business may nominate each year. The application process including five questions to be filled out by the business by the applicable due date noted.

All candidates must be employed by the nominating business at the time of the award luncheon. These candidates must have at least 1 year full time employment or 3 years part time service at the nominating business. Volunteers are also eligible after service of 3 years.

The Lakeville Convention & Visitors Bureau Board of Directors will review nominations and award recipients in the five hospitality related categories listed below. Once the award recipients have been decided, the board will contact the businesses who made the nominations and inform them who will be receiving an award and coordinate a representative to speak at the Tourism Luncheon on the recipients behalf. The board will contact award winners to congratulate them, take photos for marketing, and convey expectations at the Tourism Lunch.

All Star Award recipients will receive an engraved crystal award, complimentary lunch for two at the Tourism event, and \$100 VISA gift card.

## EXCELLENCE IN LEADERSHIP

An individual who shows outstanding leadership involving people, events, programs and/or projects. This person exhibits pride in their organization, demonstrates initiative, is an excellent role model, inspires others to work collaboratively and creatively and promotes a work environment of respect and support. This candidate may also be actively involved in mentorship and development of others. This candidate is able to lead a team to achieve results.

## EXCEPTIONAL TOURISM AMBASSADOR

An individual who is able to transform a good visitor experience into an exceptional one. An employee who delivers a consistent message, builds a positive destination image, and strives to enhance the visitor involvement. This person listens effectively to visitors' needs, and responds courteously and professionally. This individual is a well informed source of knowledge on the area's tourism attractions, features, and attributes and inspires visitor interest in Lakeville's as a tourism destination.

## EXCELLENCE IN CUSTOMER SERVICE

An employee who is passionate in delivering superior and professional service resulting in an excellent customer experience. This person is motivated to embrace in the 'service attitude' and may even encourages others to do so. This person meets the growing customer needs and demands for the business by making a lasting impression on customers, developing relationships with customers, and has an ongoing dedication resulting in years of service.

## EVERDAY HERO

unselfishly and consistently, these employee makes themselves available to help co-workers for the good of the team. They may be the person you always rely on to get the job done, be a behind the scenes employee who helps everyone else shine or day go smoother. This person may be known to 'save the day' rescuing team members in need, have a great impact on employee morale, or directly and continually contribute to the success of business, event, program, or project.

## SHINING STAR

An employee who is doing a great job and enjoys it so much that it is evident to customers and fellow staff alike. This employee shows promise, exhibits positive influence and demonstrates the skills and attitude necessary to succeed beyond their current position in the hospitality industry. This person may also be someone who recognizes and celebrates the successes of team members. **Revised 7/2/18**