

WIRRAL TOURISM AWARDS

for excellence

Wirral Tourism Awards 2009 Nomination Form

Do you know someone that provides outstanding customer care?

You can recognise their service and help them win a very special award. Simply nominate using this form telling us exactly why they deserve to win.

Who can nominate?

Employers, colleagues and the public of Wirral are invited to nominate someone who they feel provides outstanding customer service. The awards will be presented at a Gala Dinner at Thornton Hall Hotel on 4th November 2009.

What award categories are there?

There are 11 categories available for you to make nominations.

The awards recognise individuals or teams that offer the following overall criteria:

Customer Service Excellence through positive first and last impression, effective and positive communication skills, excellent product knowledge, effective problem solving or complaint handling, meeting specific customer needs, consistently aiming to exceed customer expectations.

Categories

Most Professional Waiting on Team

- Service second to none
- Excellent product knowledge of own establishment and local area
- Performs under pressure
- Positive communication skills

Most Welcoming Receptionist

- Positive first and last impression
- Professionalism
- Excellent product knowledge of own establishment and local area
- Positive communication skills

Most Professional Bar Team

- Professionalism
- Excellent product knowledge of own establishment and local area
- Personality
- Positive communication skills

Most Supportive Supervisor/Manager

- Outstanding contribution to staff development
- Positive role model
- Motivating skills
- Positive communication skills

Team of the Year

- Working and supporting each other as a team
- Delivering seamless service excellence
- Excellent product knowledge of own establishment and local area
- Positive communication skills

Family Friendly Team

- Positive communication skills
- Effective promotion of family friendliness in their workplace
- Understanding specific needs of all the family
- Professionalism

Most Helpful Retail/Visitor Assistant

- Excellent product knowledge of own establishment and local area
- Understanding specific customer needs
- Professionalism
- Positive communication skills

The Unseen Hero

- Positive and willing attitude
- Positive contribution to their organisation
- Commitment
- Positive communication skills

Outstanding Young Person of the Year

(for persons aged 16yrs to 24yrs working in the tourism/hospitality industry)

- Commitment to developing personal skills and knowledge
- Commitment to career development within the tourism/hospitality industry
- Flexible and adaptable
- Positive communication skills

Tourism/Heritage Volunteer of the Year

- Dedication to their organisation/group
- Professional approach
- Excellent product knowledge of own establishment and local area
- Positive communication skills

The Wirral Tourism Ambassador Award

- Dedication and commitment to tourism, leisure and hospitality industry in Wirral
- Significant contribution to raising the profile of Wirral
- Gained tourism industry respect
- Positive communication skills

All completed nominations must be returned no later than **Friday 4th September 2009** to:

Wirral Tourism Awards, c/o Chris Higgins, Wirral Council, Corporate Services, Wallasey Town Hall, Brighton Street, Wallasey CH44 8ED or email: chrishiggins@wirral.gov.uk or fax to 0151 691 8167.

For further information please contact Chris Higgins on 0151 691 8269.

Name of Nominee: _____

Place of Work: _____

Nomination Category: _____

(See over for categories and criteria)

Nominated by: _____

Contact Address: _____

_____ Email: _____

Telephone Number: _____ Signature: _____

Please give as much information about the nominee as you can by completing the following questionnaire:

(Refer to the Category details listed)

Include any relevant information to support your nomination, insert additional sheet(s) if you wish.

1. In what way does your nominee portray good communication skills?

2. How does this person make a memorable first and last impression?

3. In what way does this person exceed your expectations?

4. In what way does this person demonstrate knowledge of their business/products?

5. How does this person meet the awards criteria of the nominated category?

6. Additional information

