Metropolitan Memphis
Hotel & Lodging Association

Stars of the Industry Awards

MMHLA Achievement Awards

General Manager of the Year

Allied Award of Excellence

Associate Award of Excellence

Lodging Employee Achievement Awards

Food & Beverage Employee of the Year

Sales Employee of the Year

Lodging Employee of the Year

Manager of the Year

Roomkeeper of the Year

Maintenance Worker of the Year

Upcoming Star

Gold Star Public Relations Award

Community Service

Guest Relations

Special Events

Deadline for nomination is April 2, 2010

Awards will be presented at the April 21 Luncheon Meeting
To held at the Peabody Hotel

MMHLA GENERAL MANAGER OF THE YEAR

This award provides properties and other MMHLA members with an opportunity to recognize a MMHLA General Manager who has demonstrated outstanding contributions of leadership, service, professionalism and community and/or civic affairs. The nominees are judged on performance that goes above and beyond normal job responsibility to outstanding and unusual service to the property, guests, employees and community. Self-nominations are not permitted. Award candidates nominated, but not selected in previous years, may be re-nominated.

MMHLA ALLIED AWARD OF EXCELLENCE

This award is presented in recognition of the professional contributions of the Allied Members of the MMHLA who provide special support services in a variety of ways. Allied members provide valuable services and products that allow hotels to provide excellence in hospitality.

MMHLA ASSOCIATE AWARD OF EXCELLENCE

This award is presented in recognition of the professional contributions of the Associate Members of the MMHLA who provide special support services and work with hotels for their mutual success. Associate Members are valuable partners with the hospitality industry.

EMPLOYEE ACHIEVEMENT AWARDS

Food & Beverage Employee of the Year

This MMHLA award honors a member of the Food & Beverage department for providing exceptional service based on outstanding personal performance and guest recognition. Nominations can be made by owners, general managers and department managers.

Sales Employee of the Year

This MMHLA award honors a member of the Sales Staff for providing exceptional service based on outstanding personal performance, guest recognition and sales performance. Nominations can be made by general managers, director of sales and department managers.

Lodging Employee of the Year

The Outstanding Lodging Employee award provides properties with an opportunity to recognize exemplary professionalism and service by an employee in a non-management position. The nominations are judged on performance that goes above and beyond normal job responsibilities and outstanding and unusual service to the property, guests, and community.

Manager of the Year

The Outstanding Manager award provides properties with an opportunity to recognize an employee in management or an executive position who has a proven track record of management excellence, industry involvement, and community service. The nominees are judged on performance that goes above and beyond normal job responsibilities and outstanding and unusual service to the property, guests, and community.

Roomkeeper of the Year

The Outstanding Roomkeeper award provides the opportunity to recognize a member of the housekeeping department for providing exceptional service based on outstanding and

unusual service to the property, guests, and/or community. The nominee must be a non-management employee. Nominations can be made by owners, general managers and executive housekeepers.

Maintenance Employee of the Year

This award provides the opportunity to recognized a member of the maintenance department for providing exceptional serviced based on outstanding and unusual service to the property, guests, and/or community. The nominee must be a non-management employee. Nominations can be made by owners, general managers and department managers.

Upcoming Stars of the Industry

This award provides the opportunity to recognize a student who is aspiring to have a career in the hospitality industry. The nominee must be working toward a goal of working the industry as well as being a current student. Nomination can be made by instructors at the Memphis City School District, Southwest Tennessee Community College and the University of Memphis.

GOLD STAR PUBLIC RELATIONS AWARDS

Community Service Award

The Community Service Award is presented to recognize programs designed to provide service and demonstrate to residents that the individual property is responsive to the local community. Examples include campaigns to benefit local or national service organizations or charities; service to any part of the community through special projects; and joint undertaking with community groups for the benefit of the area.

Guest Relations Award

The Guest Relations award is given for programs that develop a climate conducive to new or repeat business, create goodwill among guests, provide special services, reverse a negative public relations situation or effectively solve guest complaints.

Special Events Award

The Special Events award is given for public relations programs or campaigns that demonstrate a create approach to scheduled events, anniversaries, charity events, holiday or special publicity events, on an on-going and one-time basis.

Award Entry Rules

The nominator must complete and return the nomination form to the MMHLA office by April 2, 2010, MMHLA 7730 Goshawk Cove, Cordova, TN 38016. Explain in up to four, typed, double-spaced pages why this nominee should be honored. Examples of outstanding service can include undertaking special services, showing outstanding leadership qualities or consistently adding to the well-being of the industry. Include any materials which substantiate the award entry, such as photos, letters of commendation, guest cards, news clippings, videos etc. for the consideration of the judges.

All entries should be mailed to MMHLA, 7730 Goshawk Cove, Cordova, TN 38016 by April 2, 2010; fax 752-0743; email: memphishla@earthlink.net. For more information please call Peggy Callahan, 752-9902

Metropolitan Memphis Hotel & Lodging Association
Stars of the Industry Awards
2009 Official Entry Form

MMHLA Achievement Awards

- ☐ General Manager of the Year
- ☐ Allied Award of Excellence
- ☐ Associate Award of Excellence

Lodging Employees Achievement Awards

- ☐ Food & Beverage Employee of the Year
- ☐ Sales Employee of the Year
- ☐ Lodging Employee of the Year
- ☐ Manager of the Year
- ☐ Roomkeeper of the Year
- ☐ Maintenance Worker of the Year
- ☐ Upcoming Star of the Industry

Gold Star Public Relations Awards

- ☐ Community Service
- ☐ Guest Relations
- ☐ Special Events
  - One-Time Only
  - Ongoing

(**Awards will be given to a Limited Service Property and a Full Service Property)**

Entries are due in the MMHLA Office no later than April 2, 2010. All submitted materials become the property of the MMHLA and will not be returned. Awards will be presented at the April 21 luncheon meeting at the Peabody Hotel.

Please type or print

Nominee:_____

Company: _____

Address: _____

City/State/Zip:_____

Entry Submitted by: _____

Company: _____

Telephone:_____

Return form to:
Metropolitan Memphis Hotel & Lodging Association
7730 Goshawk Cove, Cordova, TN 38016
Phone – 752-9902, FAX – 752-0743, Email – MemphisHLA@earthlink.net

- The property submitting the nominee must be a member of MMHLA
- A nominee must have served in the industry for a minimum of three years.
- Only one nominee per category may be entered per property.
- Explain in up to four double-spaced pages why this nominee should be honored.
- Include any support materials that substantiate the award entry, such as guest comment cards, news clippings, pictures and letters.