

From: Ohio Hotel & Lodging Association <OHLAAdmin@TCSSoftware.com>
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Subject: [OHLA Form #11]

Thank you for submitting your nomination.

Our nominee for Housekeeper of the Year displays numerous attributes that makes him a fantastic candidate for this award. First, he began his career at our hotel as a bellman and was soon promoted to Guest Service Agent. After proving himself a leader in that role, he was promoted again to Front Desk Training Champion. Last year, he was promoted again to Housekeeping Supervisor. This team member takes it upon himself to learn everything he possibly can throughout our property and this move into the Housekeeping department shows that commitment. He has even spent time cross-training with our Sales team for a few months! He's also spent some time in Food and Beverage. He's thirsty for knowledge and wants to understand how each department interacts and impacts each other. He then brings this knowledge to the Housekeeping team in order to improve the hotel's overall cohesiveness. He participates in our property's Improvement Committee and contributes to increasing the guest's overall satisfaction. He is always looking for better ways to improve his Leadership skillset. This includes taking it upon himself to study foreign languages in his free time in order to better communicate with his coworkers and the team he supervises. This team member also volunteered to go through the training to become a Certified Tourism Ambassador for our city, all to better serve our guests. This team member has been nominated several times, by multiple departments for Team Member of the Quarter. Here's an excerpt from one of his nominations: "We all feel like the day will go well when he is on the shift. He demonstrates leadership and teamwork by being hands on with the Room Attendants he's supervising, whether that be making sure they have all the tools they need, or jumping in to help make beds or even clean a full board of rooms in order to lighten their load."

One thing you should know about this team member is his ability to see situations playing out before they happen and taking action to ensure we're prepared for them. Here is a recent example of this team member going above the call of duty for a large piece of business that the hotel recently acquired. He understands the magnitude of this group and the potential revenue it could bring, as it is a continuous piece of business for the next several years. He wanted to ensure a meaningful first and lasting impression by volunteering to be the point of contact for the Housekeeping Department. He implemented several SOP's for guest room assignments, and worked with the Front Office to ensure success from an operations standpoint while maintaining the group's high standards. With his experience in both front and heart of house operations, he will always guest-focused and striving for positive SALT scores. With this mindset, he has been instrumental in helping our department to win several company-wide Housekeeping awards. We were just awarded by Hilton as having the "Best Housekeeping Team" (for North, Central and South America) for the 4th year in a row! He has been able to accomplish all the aforementioned achievements all while studying full time for his Bachelor's in Hospitality Management from The Ohio State University, which he just obtained in May! This team member is a key player within our hotel and much of our success can be attributed to him.