



**2019-20 Guest Services Professional of the Year
Nomination Deadline: Tuesday, April 21, 2019**

Ski area / Resort: _____

Nominee: _____

Nominee Permanent mailing address: _____

Nominee Email: _____ Phone: _____

Supervisor: _____ Title: _____

Supervisor's email and/or phone: _____

Tell us about the nominee:

Guest Services Professional since: _____

Position currently held: _____

Reasons for selection:

1. _____

2. _____

3. _____

4. _____

The following must also be provided with this nomination form:

- 1. A one-page employee work history or resume**
- 2. One letter of recommendation**

Email nominations to: Kim Söderholm// kim@coloradoski.com // 303.866.9728

**Colorado Ski Country USA
Guest Services Professional of the Year
Criteria for Nomination**

Nominees should be employees that demonstrate the characteristics of creating an outstanding and memorable guest experience in line with Colorado's superior standards of guest service. Is there an individual at your resort about whom you are constantly receiving compliments from guests? Perhaps this person is your nominee! Nominees may be a supervisor, ticketing professional, reservations professional, retail professional, on-mountain professional, volunteer, etc.(no directors, please).*

Nominees should:

- Promote a welcoming, memorable, positive and safe guest experience at your resort
- Consistently meet and exceed Colorado Ski Country's superior guest service standards
- Demonstrate innovative ways of improving the guest experience
- Interact extensively with guests and ski area personnel, and be willing to "go the extra mile" when necessary
- Demonstrate a clear passion for his/her work
- Collaborate with teammates to create a positive and productive work environment
- Be an employee or volunteer for your resort (this award is not intended to be a community award).
- Be available for a phone interview in early May (date TBD)
- If your nominee is chosen as the Guest Services Professional of the Year, they will be invited to the Double Diamond Awards Reception on June 4th in Denver, CO. All travel expenses will need to be covered by your ski area.

*This award is not intended to honor instructors and patrollers as they have their own individual award categories, and guest services is considered as a component of both award categories.