



Awards Description and Criteria

Award winners will be selected based on the below criteria. One winner per category will be selected.

Please note winners will not be announced before the event.

Accounting Ambassador of the Year

This award recognizes an individual, other than the department head in a non-management, non-supervisory position, who works in accounting and demonstrates exceptional support and service to co-workers and/or guests resulting in a positive guest experience. They have demonstrated breakthrough results in any accounting role which resulted in cost containment, revenue enhancement, profit improvement opportunities and/or safeguarding of the company's assets.

Administration Ambassador of the Year

This award recognizes an individual in a non-management, non-supervisory position who works in an administrative role in any department and demonstrates exceptional support and service to co-workers and guests resulting in a positive guest experience. They demonstrate commitment to high and consistent customer service, excellent communication skills and a can-do attitude to complete tasks in a timely fashion taking ownership of any problems/issues.

Banquet Ambassador of the Year

This award recognizes a non-management, non-supervisor banquet associate (ie: server, porter, bartender, etc.) who consistently excels in brand service skills, demonstrates excellence and a proactive approach in customer service to all guests. This individual has great attention to detail, integrity and shows commitment to the team demonstrating a can-do approach to any task, offering high-level of product knowledge and follow-up on all guest enquiries.

Bell Person Ambassador of the Year

This award recognizes a bell person in a non-management, non-supervisory position who consistently demonstrates brand service skills while interacting and engaging with guests. This individual is well organized, has great attention to detail, the ability to prioritize tasks and takes ownership of any guest problems/issues. They demonstrate excellent knowledge and application of hotel policies and procedures and effectively communicate with guests and team members to ensure a high standard of customer service.

Concierge of the Year

This award recognizes a non-management, non-supervisory concierge who has great attention to detail and is very organized. This individual takes initiative and shows passion for service while assisting colleagues in exceeding guests' expectations. They are highly knowledgeable about the Greater Toronto Area, their city and their community helping to create an exceptional guest experience.

Culinary Ambassador of the Year

This award recognizes a non-management, non-supervisory associate who demonstrates creativity and innovation to maximize the culinary experience for guests. This individual demonstrates excellent knowledge and implementation of hotel policies and procedures, combined with great communications skills, friendly demeanor and efficiency when handling requests and working with others often in a fast pace environment. They have excelled in cost containment and revenue enhancement to contribute to the hotel's bottom line.

Engineering Ambassador of the Year

This award recognizes a non-management, non-supervisory associate who works in engineering and has proven record of overcoming obstacles and solving problems within their hotel. They demonstrate exceptional support and service to co-workers and guests resulting in a positive guest experience. They provide a proactive approach to preventative maintenance and through innovation in new technologies and efficiencies that contribute to the hotel's bottom line. This individual is a strong communicator, has the ability to take direction and convey information effectively in both day to day operations and emergency situations.

Food and Beverage Outlets Ambassador of the Year

This award recognizes a non-management, non-supervisory restaurant/ room service/ lounge associate (ie: server, hostess, bus person, bartender etc.) who goes above and beyond for guests delivering the highest level of customer service through creativity, personal commitment and an emotional sense of true hospitality to exceed guests expectations. This individual is detail oriented, efficient and attentive, has a clear passion for food and demonstrates understanding of fine dining, wine, beverage and service standards. They are a true team player, proactively support functions within the hotel and contribute to the overall corporate performance of the business.

Guest Services Ambassador of the Year

This award recognizes a non-management, non-supervisory front desk associate who assists in all guest interactions with the highest level of hospitality and professionalism. This individual has excellent communications skills, is detail oriented and assists guests in all inquiries in connection with hotel services resulting in a positive guest experience. They show passion and commitment to providing excellent service and exceeding brand standards. They are an independent thinker, with strong problem-solving and effective decision-making skills and have good knowledge of hotel policies and procedures, proactively supporting team and other departments.

Housekeeping Room Attendant Ambassador of the Year

This award recognizes a non-management, non-supervisory housekeeping room attendant with a friendly demeanor that consistently exceeds brand standards of room cleanliness. This individual has excellent attention to detail, and has demonstrated excellence in organization and dedication in daily tasks providing team leadership to exceed guests' expectations of comfort and personalized service. They effectively communicate and work closely with all departments to improve service delivery and efficiency. They go above and beyond to ensure proper protocols are followed in accordance with hotel's health and safety policies.

Housekeeping Support Services Ambassador of the Year

This award recognizes a non-management/ non-supervisory housekeeping associate (Houseperson, Lobby Attendant, Runner, Coordinator, etc.), who is not a Room Attendant. This individual has excellent attention to detail and proactively seeks the opportunity to provide superior service in order to enhance the customer experience. They are organized with a high focus and dedication to daily tasks that demonstrates exceptional service skills. They have a can-do attitude, friendly and professional demeanor that goes above and beyond for the team, proactively supports other departments within the hotel and takes ownership of any guest problem/ issues.

Laundry Ambassador of the Year

This award recognizes a non-management, non-supervisory laundry associate who consistently exceeds laundry brand standards, goes above and beyond to provide customized service to guests and takes ownership of any service related problem/issues. This individual is highly committed to ensuring maximum quality control and productivity while ensuring compliance with hotel's health and safety policies. They work well in a fast paced environment, and provides support to other departments contributing to the hotel's bottom line and enhancing the overall guest experience.

Lifetime Achievement Award

This award recognizes a non-management, non-supervisory employee who has committed their working career to the pursuit of perfection within their discipline. They have made significant contributions to their department/ hotel throughout their career, which has resulted on notable impact on guest experience. They have demonstrated a career long commitment to learning and adapting to both the changing consumer and the hotel business while being a mentor and inspiration to colleagues alike.

Reservations Ambassador of the Year

This award recognizes a non-management, non-supervisory reservations agent who is very knowledgeable of the hotel property and amenities inside and around the hotel. This individual proactively seeks ways to enhance customer experience and provide personalized service anticipating guests' needs. They are resourceful and knowledgeable of hotel's rewards program and making recommendations to visit local events, attractions, restaurants and city tours while assisting to offer extended stays to guests and contributing to the hotel's bottom line.

Security Ambassador of the Year

This award recognizes a non-management, non-supervisory associate who works in a security/loss prevention role and demonstrates exceptional support and service to co-workers and/or guests resulting in a positive guest experience. This individual remains focused and professional when facing adversity, dangerous, or threatening situations and works to promote safety and security within the hotel to protect employees and guests. They demonstrate commitment to high and consistent customer service, and possess good communication skills and the ability to anticipate guests/associates' needs.

Steward of the Year

This award recognizes a non-management, non-supervisory associate who works in the stewarding department and has a demonstrated ability to multi-task as required to support their department. They consistently show a commitment to cleanliness and proper handling of equipment, designated areas, emergency guidelines, health and safety guidelines and hotel protocol to exceed brand standards. They work well in a fast paced and time sensitive environment to ensure guest satisfaction.

Switchboard Operator of the Year

This award recognizes a non-management switchboard operator who is highly knowledgeable and ensures to follow and implement all company policies and procedures. This individual proactively assesses and manages risk in every situation by consistently working towards protecting the consumer, corporation and company assets. They demonstrate great professionalism and knowledge of the freedom of information and privacy legislation and confidentiality provisions. They follow brand standards contributing to the overall corporate performance of the hotel. They take ownership of any guest problem/ issue and assign them immediately to appropriate department when required.

Valet Driver/ Door Person/ Shuttle Driver Ambassador of the Year

This award recognizes a valet driver, door person or shuttle driver who consistently demonstrates great knowledge of property, amenities, services, local areas of interest and activities. This individual efficiently maintains confidentiality of proprietary information and protects company assets. They have excellent communication skills, a friendly and welcoming demeanor and use of appropriate etiquette. They demonstrate excellent attention to detail and a strong commitment to maintain a high standard of service in taking a proactive approach to enhance the overall guest experience.