

# Service Excellence Award 2017 (Individual)

## NOMINATION FORM

### Northwest Territories Tourism Award of Excellence

**AWARD CRITERIA 2017:** This front line employee provides a positive first impression to visitors to our territory and demonstrates commitment to professional development through training and ultimately delivers outstanding customer service.

Forms are due no later than **September 29, 2017.**

Applications are based on activities completed between October 1, 2016 and September 29, 2017.

(Please fill in section 1 if you are self-applying)

#### NOMINATOR INFORMATION

Section 1

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Community: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Member of NWT Tourism?  Yes  No

*The nominator certifies that all of the information in the submission is correct.*

Self-Applicant Signature

Date

(Please fill in sections 1 & 2 if you are nominating someone else)

#### NOMINEE INFORMATION

Section 2

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Community: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

*Nominees for this award do not need to be contacted prior to nomination.*

*A selection committee of tourism industry representatives will review all submissions using the scoring sheet below.*

Nominator's Signature

Date

**All submissions will be evaluated according to the scoring sheet below, which are based on the award criteria.**

Submissions should include points on all criteria below and will be scored to a maximum of 100 points by the AGM Committee. Submissions must be typed (limit 500 words), and inclusions of support material (letters, newspaper articles, pictures, resumes, listing of other awards received, etc.) are encouraged. Videos can be submitted but may not be viewed by the selection committee. If you wish for the materials to be returned, please ensure they are clearly labeled.

#### For Committee Use

##### QUESTIONS

##### SCORING

In what front-line occupation is this person employed? How many years?

**Required Answer**

Explain how this person provided a positive first impression to Northwest Territories visitors (courteous, friendly manner, product knowledge, etc.).

**/40**

Provide evidence that this individual's actions resulted in high levels of customer satisfaction (consistent high levels of service, above-and-beyond service).

**/40**

In what ways has this person shown a commitment to personal growth (training) that has contributed to enhanced customer service?

**/20**

**TOTAL**

**/100**

### Mail/Fax Submissions to:

Tourism Industry Awards

c/o NWT Tourism

Box 610

Yellowknife, NT X1A 2N5

Fax: 867-873-4059

Email: [kaitlyn@spectacularnwt.com](mailto:kaitlyn@spectacularnwt.com)

