



## CSCVB Memorandum

**To:** Director of Sales / General Managers  
Chicago Southland Hotel Properties

**From:** Mary Patchin  
Director of Sales  
708.895.8200 / [mary@visitchicagosouthland.com](mailto:mary@visitchicagosouthland.com)

**Date:** Tuesday, June 1, 2010

**Page(s):** 4

**Subject:** CSCVB – Southland Stars of the Industry Program

**FORM DUE DATE:**  
**July 15, 2010**

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The Chicago Southland CVB would like to recognize those front-line employees who make our hotels shine. With that being said, the Chicago Southland CVB would like to reinstate the Southland Stars of the Industry Program for our Hoteliers. Awards will be presented at the **CSCVB's Annual Meeting at the Hilton Hotel – Oak Lawn on Wednesday, September 15, 2010.**

Please take the time to nominate as many employees for as many categories as you would like. All submissions will be voted on by a three-person independent panel of judges (non-Southland hospitality employees).

Nominations are due by **Thursday, July 15, 2010** –  
please fax to me at 708/895-8288 or email them to me at [mary@visitchicagosouthland.com](mailto:mary@visitchicagosouthland.com).

Questions? Please feel free to contact me at anytime.



## 2010 Stars of the Industry Program

### AWARD CATEGORIES

1. **Administrative Employee of the Year:** Nominees in this category are employees who work in clerical support capacity. This includes administrative assistants in Sales, Catering, Convention Services, Human Resources, Engineering, Rooms, Food & Beverage, MIS, Purchasing, Public Relations, and Receptionists & Accounting Clerical Staff.
2. **Food & Beverage Employee of the Year:** Nominees in this category are employees who are either associated with or prepare and serve food and beverage. This includes employees such as: Hostpersons, Cashiers, Order Takers, Food Checkers, Food & Beverage Servers, Convention Service Employees, Buspersons, Bar Porters, Bartenders, Cooks, Pantry Workers, Refreshment Center Attendants, Cafeteria Workers, Dishwashers, Pot-Washers, Stewards, Storeroom Clerks, Receiving Clerks.
3. **Guest Service Employee of the Year:** Nominees in this category are employees who provide guest services in areas such as: Front Office, Mail and Information, Reservations, Security Officers, Concierges, Communications, Health Club Facilities, Business Center, Meeting Facilities Housepersons, Bell Staff.
4. **Housekeeping Employee of the Year:** Nominees in this category are employees who work in the Housekeeping or Laundry Department. This includes employees such as: Room Attendants, Floor Supervisors, Housepersons, Night Cleaners, Shampoo Persons, Laundry Persons, Linen Room Attendants, Chute Attendants, Sewing Attendants.
5. **Maintenance Employee of the Year:** Nominees in this category are employees working in Engineering and Maintenance Departments. This includes employees such as: Engineers, Electricians, Painters, and Carpenters.
6. **Manager of the Year:** This category recognizes employees of any management level who have responsibility for a division, department, or function. This includes managers such as: Assistant General Manager, Front Desk Manager, Room Service Manager, Food & Beverage Director, Rooms Division Manager, Comptroller, Executive Housekeeper, Executive Chef, Security Director, Sales Manager, Assistant Manager of a specific department, etc. Nominees will be judged on their professionalism and service to the property, their employees, and guests.



**2010 Stars of the Industry Program**

**Guidelines & Rules**

Please submit no more than two pages explaining why the nominee deserves his or her award. Additional materials may include: guest comment cards, testimonial letters, etc. that have been received in the last year (July 1, 2009 – June 1, 2010). Nominees must have been employed at their current location (in the position he / she is nominated) for at least one (1) year and in the hotel / lodging industry for at least two (2) years.

**Deadline for Entries: July 15, 2010**

**Nominee:** \_\_\_\_\_

**Position:** \_\_\_\_\_

**Hotel:** \_\_\_\_\_

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

**City:** \_\_\_\_\_ **State:** IL **Zip Code:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**Nominated By:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Category Entry Submitted:**

- \_\_\_\_\_ Administrative Employee of the Year
- \_\_\_\_\_ Food & Beverage Employee of the Year
- \_\_\_\_\_ Guest Service Employee of the Year
- \_\_\_\_\_ Housekeeping Employee of the Year
- \_\_\_\_\_ Maintenance Employee of the Year
- \_\_\_\_\_ Manager of the Year

**PLEASE FILL OUT ATTACHED ENTRY FORM PER NOMINEE**

Please Return the Attached Form:  
Mary Patchin, Director of Sales  
Chicago Southland CVB  
2304 173<sup>rd</sup> Street  
Lansing, IL 60438  
Phone: 708.895.8200 Fax: 708.895.8288  
mary@visitchicagosouthland.com



**2010 Stars of the Industry Program - Official Entry Form**

Nominee: \_\_\_\_\_

Position: \_\_\_\_\_

Hotel: \_\_\_\_\_

Category: \_\_\_\_\_

**1. Name a specific event that best describes your nominee's exceptional service:**

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**2. Name an example of extraordinary support to fellow employees  
(describe how the nominee works with the team):**

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**3. List any other awards or great accomplishments  
(i.e. Employee of the Month, Employee of the Year, etc.):**

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**4. Please Attach Comment Cards, Testimonials, and Press Releases Regarding the Nominee**

Entry Submitted By: \_\_\_\_\_ Title: \_\_\_\_\_

Property: \_\_\_\_\_ Phone: \_\_\_\_\_