

DUPAGE CVB ANNUAL AWARDS PROGRAM

The DuPage Convention & Visitors Bureau is now accepting nominations for its 2010 Annual Awards Program. The program recognizes individuals and businesses that have made strides to benefit the communities of DuPage County, as well as the travel and tourism industry in our region.

NOMINATION PROCESS

Members, partners and friends of the DuPage Convention & Visitors Bureau are encouraged to nominate colleagues they feel are deserving of an award. All nominees must be members or partners of the DuPage CVB, or must work for a member or supporting municipal partner. Nomination forms and any additional supporting documentation must be received at the DuPage CVB offices by August 6, 2010. The DuPage CVB Membership Committee formally review all nominations and identify award winners in each category. All winners will be recognized at the DuPage CVB Annual Meeting in the fall.

AWARD CATEGORIES

Hospitality Advocacy Award

This award will be presented to an individual, business or municipality located in DuPage.

Works to educate others about the hospitality industry and its benefits to the community;

Initiates strategic efforts in the community that enhance economic vitality through hospitality;

Communicates with legislators and other key decision makers about the value of the hospitality industry;

Proactively and quantifiably encourages business and/or leisure travelers to visit DuPage;

Continually supports the hospitality and tourism industries by actively advancing in the efforts of the DuPage Convention & Visitors Bureau.

SMILES: Customer Service Award

This award will be presented to an individual who works in a front-line staff position in the hospitality industry and possesses the following qualities:

Service – Responsive to guests; goes out of his/her way to exceed customer needs;

Magnificence – Team player; congenial; consistently gives 100% effort;

Imagination – Deals with guest concerns in a positive and creative way;

Learning – Proactive in increasing his/her knowledge about the industry, the company and/or the community;

Enthusiasm – Passionate about his/her job, takes initiative to assist guests, promotes visitation to DuPage businesses;

Satisfaction – Continually demonstrates outstanding service and strives for 100% customer satisfaction.

Green Initiative Award

This award will be presented to either an individual or a business located in DuPage.

Green initiative must be unique and extraordinary, above and beyond everyday efforts at becoming environmentally friendly.

Important Dates

August 6, 2010:

Nomination Deadline

Fall 2010 (Date TBD):

Awards presentation at the DuPage CVB Annual Meeting & Luncheon

NOMINATION FORM

Award Category (check one):

- Hospitality Advocacy Award**
- SMILES Customer Service Award**
- Green Initiative Award**

Nominee: _____

Job Title: _____

Company: _____

Address: _____

City: _____

State: _____ Zip: _____

Phone Number: _____

Nominator's Name: _____

Nominator's Email address: _____

Nominator's Phone: _____

Instructions: *Using the reverse side of this form, and/or up to one typewritten page, please provide a detailed description of why the nominee is deserving of an award. Please be specific, citing examples that relate to each of the criteria listed for the award category.*

One additional typewritten page of supporting comments, testimonials or other documentation may be submitted to assist the judges in the review process.