



# DO YOU KNOW A STAR?

Destination Harrogate is proud to announce Harrogate's Hospitality & Tourism awards for 2012; now in its fourth year we aim to celebrate the best of the best amongst the people and businesses who represent our town's leading industry in the form of Business and Leisure Tourism.



We want to celebrate and reward those individuals who truly represent Harrogate as one of the country's best destinations for both business and leisure tourism. Harrogate is a successful, vibrant, and desirable location in which to both live and work, and much of its success is due to the millions of pounds generated annually into the town's economy through tourism. To do this however, we have to have the very best people providing their very best day in day out and we have therefore decided to reward and congratulate these people through these awards.

If you know someone who deserves that special recognition within any of the listed categories please **vote for them by the 31st March 2012**. Vote online or post your entry direct at the Tourist Information Centre. You'll find the voting criteria on the website and the voting forms. After this date, a panel of judges will create a shortlist of four from each category who will be invited to attend a prestigious Gala Dinner at the **Royal Hall on the 11th June 2012** where the winners will be announced on the night.

## The star you'd like to nominate:

Name of Nominee

Place of Work

Award Category

Reason for Nomination (please attach a separate sheet if requiring more space)

Your Name

Place of Work

Contact Tel.

Vote on line at [www.destinationharrogate.co.uk](http://www.destinationharrogate.co.uk) or post this form to the Harrogate TIC, Royal Baths, Crescent Road, Harrogate HG1 2RR

Book your tickets for the prestigious awards ceremony in the spectacular Royal Hall on the 11th June 2012 by calling Katie Richmond on 01423 858585.

# THE CATEGORIES:



## Waiter / Waitress of the year

Sponsored by Sunlight Textiles



Nominees for this award will have demonstrated an unrivaled level of customer service within the business that they work. Someone who has consistently proved they are at the top of their game and has become a firm favourite of customers both old and new. The winner will work in a restaurant, hotel or similar food service operation and will ooze charm, character, personality and professionalism.



## Bar Person of the Year

Sponsored by Harrogate Spring Water



Not necessarily needing to be a 'Tom Cruise in Cocktail' the winner of this award will however possess a lively outgoing personality that ensures the customer is welcomed and put at ease from the moment they arrive. Having a complete knowledge of bar operations & procedures this person will 'command' the bar space they work within, be an industry natural and demonstrate first class customer service skills whatever the pressures.



## Chef of the Year

Sponsored by Sykes House Farm



SYKES HOUSE FARM  
The Chef's Butcher

The winning individual of this prestigious award will have demonstrated a passion, flare and unquestionable commitment to creativity in the kitchen. Whether having already risen to the top of their game, or someone who is fast-tracking up the ranks of the Kitchen brigade, the winner of Chef of the Year will be exciting the palates of those eating in their establishments. Being able to show a good use of local produce in their cooking style would be a distinct advantage.



## Team of the Year

Sponsored by Platinum Print



Coming from any business that has anything to do with either business or leisure tourism, the Team of the Year will stand out as being able to deliver the very best of Yorkshire Hospitality and a commitment to deliver service excellence across the whole team. Working for a business that can demonstrate it makes a real difference within Harrogate, this team will show the outside world what makes our town so great!



## Harrogate Ambassador

Sponsored by Harrogate Chamber of Trade & Commerce



Nominees for this award will truly stand out from the crowd. This individual could be from virtually any walk of life, but whatever their job, they will be the epitome of what Harrogate represents in our tourism offering. Going beyond the call of their immediate job description, the Harrogate Ambassador will be someone who strives on a near daily basis to market, promote and represent Harrogate in a wholeheartedly professional manner.



## Newcomer of the Year

Sponsored by Harrogate College



This award can be won either by an individual who has stood out and shone in their first year of employment within the Hospitality, Catering or Tourism industry, or equally, nominations are welcome for businesses that have opened within the last two years and have proved to make an immediate impact on Harrogate's offering to the business and/or leisure visitor.



## Unsung Hero

Sponsored by Destination Harrogate



Making any guest or visitor experience a special and memorable one usually takes many people in varying positions and organisations to pull together to make it happen; however there are often those who play more than their own part in this and yet receive little or no recognition. Our Unsung Hero award is for just those people !



## Best Achievement of the Year

Sponsored by Blue Line Taxis



The winning nomination will be either an individual, or a business that has made significant positive change to enhance the customer experience, or grown their business against market expectation/conditions. Being from any sector related to business or leisure tourism, the overall winner's achievement will clearly set them apart from their colleagues and/or competitors.



## Outstanding Customer Service

Sponsored by Leeds/Bradford International Airport



The clue to the winner of this award is in the title. This individual will be a shining light within their business, truly giving Outstanding Customer Service. The judges will be looking for good evidence that the winner has delivered a level of customer service that goes above and beyond the norm, motivating those around them. Customers/guests are particularly encouraged to vote for this award and testimonials will of course help the judging process.