Calgary White Hat Award categories

Eligibility requirements

Please review **ALL** eligibility requirements before proceeding with nomination.

Nominees must fulfill ALL standard category eligibility requirements to be considered for a Calgary White Hat Award.

When in doubt, the decision of the Calgary White Hat Award winner selection committee will be final.

- All nominees MUST show a minimum of 1-year of employment with the nominating employer; EXCEPT for seasonal roles or those in the volunteer category.
- All nominees MUST live within Calgary or the surrounding area and MUST work within Calgary in their daily role.
- All nominees MUST be employed by a company or organization located within the designated eligibility area/boundary – Calgary city limits including up to 15km outside the posted city limits.
- Nominees can ONLY be nominated in one (1) category per organization. In the case of multiple nominations, the Calgary White Hat Award committee will use the first nomination as the accepted one.
- Nominations MUST be based on work examples from the previous calendar year only.
- Nominations MUST be based solely on tourism and hospitality-based tasks and roles.
- All nominees must attend an in-person interview during the assigned interview dates; interviews are scheduled by the Calgary White Hat Award organizers.
- Every attempt will be made to accommodate any interview rescheduling request, but no virtual interviews will be offered.
- Should a nominee require additional assistance or services during an interview, this MUST be communicated clearly in the nomination.
- Should a nominee leave their place of employment prior to the Calgary White Hat Award gala, it will be at the discretion of the nominating employer whether the nomination will stand.

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- If a nominee changes roles or jobs, after the nomination is submitted, the original role will remain as the bases for the interview.
- Individuals that hold higher level management titles are NOT eligible in any standard category UNLESS their role requires, they work in a frontline capacity for the primary function of their regular daily job. This includes, but is not limited to, the following roles:
    - Owners/Founders,
    - all C-suite roles,
    - Presidents & Vice-Presidents
    - GMs & Assistant GMs
    - Directors
    - Senior Leaders
    - Executive Chefs & Sous Chefs
    - Department heads

- Lead By Example category is limited to entry and/or mid-level managers, supervisors, team leads, captains or similar management level roles only **AND MUST SHOW THE FOLLOWING CRITERIA**:
    - A minimum of 3-years with the same organization or location.
    - Has held more than one frontline service role within the organization.
    - Has been nominated for a White Hat Award previously in a standard category.

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Standard categories

1. **Lead By Example** (this category is designed to recognize those entry and/or mid-level managers, supervisors, team leads, captains, or similar management level roles, who have moved through the ranks of their organization, and are sharing their exceptional customer service abilities, work ethic, knowledge, and passion for the roles they have held with their team members and employees. To ensure the nominee is eligible, please review the specific requirements for this category before submitting your nomination.

   Criteria must show:

   - A minimum of **3 years** with the same organization or location.
   - Has held more than one frontline service role within the organization.
   - Has been nominated for a White Hat Award previously in one of the standard categories.

2. **Exceptional Service: Tour Escort | Guide** (incl.: single and/or multi-stop walking, driving, biking, interpretive, specialty tours)

3. **Exceptional Service: Non-Server** (incl.: hosts, food runner, bus person, bar-back)

4. **Exceptional Server: North** (incl.: servers, in-room dining --- area includes any address in the NE & NW quadrants)

5. **Exceptional Service: Airport | Airline** (incl.: guest services, customer service ambassadors, inflight, counter services)

6. **Exceptional Service: Heart of House** (incl.: security, maintenance, dishwasher/stewarding, IT)

7. **Exceptional Service: Housekeeping** (incl.: room attendant, house person, laundry)

8. **Exceptional Server: South** (incl.: servers, in-room dining --- area includes any address in the SE & SW quadrants)

9. **Exceptional Service: Administration** (incl.: sales, events, administrative support, accounting, marketing/communications)

10. **Exceptional Service: Driver** (incl.: taxi, coach, shuttle, limo, sedan, public transit)

11. **Exceptional Service: Guest Relations** (incl.: valet, door attendant, porter, butler, concierge, corporate/retail/mall guest relations)

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12. **Exceptional Service: Reception | Reservations** (incl.: front desk or counter service for hotels, executive/club lounge, rental car, ground transportation, attractions, tour/travel agency)

13. **Exceptional Server: Banquets | Events** (incl.: banquet server, banquet porter, banquet bartender)

14. **Exceptional Service: Beverage Specialist** (incl.: mixologist, bartender, barista, brewmaster)

15. **Exceptional Service: Attraction** (incl.: reservations, ride operators, attraction & activity hosts, ushers, casino dealers, instructors)

16. **Exceptional Service: Tourism Volunteer:** (incl.: visitor information, greeters, hosts, docents, wranglers)

17. **Exceptional Service: Culinary** (incl.: hourly, line/prep/pastry cooks, bakers) - (owners/executive chef, executive sous chef, sous chef are not eligible