

Calgary White Hat Award categories

Standard categories

1. **Exceptional Service Leader** (this category is designed to recognize those entry and/or mid-level managers, supervisors, team leads, captains 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 the **Exceptional Service Leader** category before submitting your nomination. Nominees that do not fit the criteria, may not be scheduled for a mandatory interview.

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.
 - A true Calgary Ambassador.
 - Has been nominated for a White Hat Award previously in one of the standard categories.
 - Has completed the White Hat Academy online course.
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)
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)