

# Welcome to Hospitality Champions 2024!

Please take a moment to view descriptions of categories you are nominating for. GOOD LUCK!

- 1. Champion Housekeeper**  
(Directly involved with housekeeping duties in guest rooms. Completes shift duties diligently.)
- 2. Commis Chef**  
(Commis 3, 2 or 1, who works under the direction of a chef de partie.)
- 3. Demi Chef**  
(A chef responsible for specific dishes in the kitchen)
- 4. Concierge**  
(Front of house individual, attached to front office/reception, who provides a host of services to guests, such as making reservations, booking hotel rooms, arranging transportation or organizing agendas)
- 5. Front Office (Senior)**  
(Responsible for managing guest flow during check-in/check-out, delegates front office tasks to other team members and oversees completion of shift duties)
- 6. Front Office (Junior)**  
(Deals with reservations, registrations and provides information about the hotel, rooms, rates and facilities to guests)
- 7. Food and Beverage (Senior)**  
(Responsible for managing workflow during food service, delegates tasks to other team members and oversees completion of food and beverage related tasks)
- 8. Food and Beverage (Junior)**  
(Completes set-up and clearing down tasks, takes food and beverage orders, and expedites food service, works with other team members to complete shift duties during meal periods.)
- 9. Kitchen Assistant**  
(Tasked with preparation, cleaning and washing up duties, while aiding other members of the kitchen team)

**10. Barman**

(Responsible for organizing and competently executing bar operations, deals with guests, prepares and serves drinks, monitors and manages inventory)

**11. Pool Attendant**

(Monitors poolside activity and use of the hotel's swimming pool)

**12. Call Centre Attendant**

(Handles inquiries, provides information to callers, handles incoming and outgoing calls for the hotel)

**13. Sales**

(Directly involved in generating revenue from hotel accounts whether in person or over the phone)

**14. Pastry Chef**

(In charge of the pastry section in a hotel kitchen, is highly competent in cooking and finishing pastry items)

**15. Training and Development**

(Is responsible for creating and designing job related education, with focus on professional development of an individual or team/department)

**16. HR Assistant**

(Provides staff with support over HR related issues including documentation, selection and recruitment, payroll and completes duties assigned by the HR manager)

**17. Unsung Hero**

(Works back of the house, whose individual responsibility is an essential connection to core operations)

**18. Laundry**

(Individual who sorts, cleans, washes and irons guest/staff clothes using equipment and appropriate fabric chemicals competently)

**19. Spa/Fitness**

(Provides information, physical assistance and techniques on self-care to guests. Also includes endurance training through gym related activities)

**20. Young Hotelier of the Year**

(Individual from any department of the hotel, with 3-5 years' experience in their areas or expertise, who has made a significant impact to the functioning of a department or reputation of the hotel overall)

## 21. Events Person

(Works closely with the banquets/events manager and is responsible for ensuring setup, multimedia, cuisine and overall smooth functioning of events)

## 22. Engineering

(Displays competence and technical expertise in electric, plumbing and HVAC systems. Works with all teams in the hotel to ensure energy costs are controlled. Has excellent customer service skills when needed)

## 23. Finance Person

(Displays diligence when dealing with financial issues including providing key team members with advice while making financial decisions that affect the hotel's operation)

## 24. Security

(Is alert through all areas of the property, is well versed with hotel's due diligence policies, consistently maintains, or provides management with ways of protecting property assets)

## 25. IT Person

(Well informed and up-to-date with software and virtual trends. Can competently provide all hotel team members with technical advice. Has sound knowledge and skills about the property's data protection process)

## 26. Marketing

(Has complete awareness of the hotel's markets and segments. Is highly competent while executing campaigns and strategies to boost awareness and generate sales.)

## 27. Hygiene Officer

(Highly knowledgeable in food safety policies and legislation. Competent in food production workflow plans and updates using the HACCP process. Oversees food safety practices and provides support when required.