



# Tourism Burlington Pickle Award

Recognizing excellence in Customer Service

This award has been created to recognize non-supervisory staff working in Tourism related businesses that consistently demonstrate exemplary customer service - over and above the excellent customer service that is expected in the job.

Staff may be full-time, part-time or seasonal and to have been working for a minimum of 3 months with their nominating employer.

**Examples of eligible staff:** front desk staff, maintenance and housekeeping staff, tour guides, customer service representatives, salespersons (non-supervisory), servers, bartenders, other front line staff.

Recognition will include:

- A Tourism Burlington Pickle Award Certificate
- A Tourism Burlington Pickle Award Memento
- Group Picture and Listing on Tourism Burlington website
- Recognition in the Tourism Burlington E-news with link to website
- Presentation at Ambassador Training Event - June 9, 2011

What we are looking for in a nominee

- Ensure the nomination form is completed in full
- Look for both front-line and back of house staff when choosing nominees
- Examples of internal/external customer service training:
  - In-house customer service training
  - Smart serve
  - Ambassador Training - Tourism Burlington
  - OTEC Training
  - Training Videos (Give 'em a Pickle, FISH, etc.)
- Examples of internal/external recognition:
  - Pickle prizes from Tourism Burlington
  - Employee of the month
  - Employer recognition/awards
  - Customer recognition/comment cards

In order to ensure that we are able to recognize a wide cross section of the business community, we have limited the number of allowable nominations per organization as outlined in the table below.

Allowable Nominations per Organization	
Total number of Staff	# of allowable nominations
Under 10	Up to 2
11-25	Up to 5
26-50	Up to 8
51+	Up to 10

Return completed nominations by **May 20, 2011**. Fax: 905-634-7220



Please complete the following nomination form in full.

(Please print)

Employer Name: \_\_\_\_\_

Employer Address: \_\_\_\_\_

Contact Phone: \_\_\_\_\_

Contact Email: \_\_\_\_\_

Nominated Employee Name: \_\_\_\_\_

Employee Position: \_\_\_\_\_  Full time  Part-time  Seasonal

Length of Service: \_\_\_\_\_

Nominated by: \_\_\_\_\_

Nominator's Position: \_\_\_\_\_

CHECK AND COMPLETE ALL THAT APPLY

- Consistently demonstrates exemplary customer service over and above the excellent customer service that is expected in the job.
- Completed Tourism Burlington Ambassador Training (by video or in person)
- Has worked for your organization for a minimum of 3 months
- Has completed internal/external customer service training (list below)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- Has received internal/external recognition/awards for customer service (list below)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- Other comments regarding the nominee's customer service skills (examples of acts that contributed to the customer experience, etc.)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- Nominee is available to attend June 9<sup>th</sup> Ambassador Training.

*Attach up to 2 supplementary pieces of information supporting this nomination. (Letters of Commendation, Awards, etc.)*