



TOURISM SERVICES EXCELLENCE AWARD

Presented by : WTU Global Secretariat

This award recognizes a business or organization that demonstrates a commitment to and delivery of high quality customer service through their in-house policies, staff training and recognition programs.

CRITERIA:

Nominee must demonstrate their organization's contribution to the development of the tourism industry and explain how they assist in delivering outstanding visitor experiences.

ELIGIBILITY:

Nominee can be any organization that contributes a service which directly relates to the travel and tourism industry including event organizers, telecommunication providers, professional consulting services, tourism training providers, etc.

PRESENTATION:

The winner of the 2004 WTMS Tourism Services Excellence Award will be recognized at the 2004 WTMS Awards Ceremony held during the evening of November 23, 2004.

NOMINATION FORM TOURISM SERVICES EXCELLENCE AWARD

Name of Nominator:

Relationship to Nominee:

Position/Title:

Institution:

Institution Address:

Phone (include country & area code):

Fax (include country & area code):

Email address:

Website:

Name of Nominee:

Position/Title:

Company name:

On a separate page, please provide the following information:

- Explain how the nominee achieve and maintain quality customer service (e.g. ongoing education and professional development of staff through internal policies and/or programs).
- How is feedback on customer service gathered from customers and from staff?
- Please describe an incident involving the nominee that makes you believe they should be awarded this award.

Are you providing any supporting materials? (please circle) Yes /No

(Remember to attach the "Supporting Materials Form" and mail it along with your supporting materials.)

Signature of Nominator

Date (YY/MM/DD)