

Awards Description Categories

Deadline for Submission of Nominations:

**Monday, April 1, 2019**

MLA’s Stars of the Industry Awards Program

The Stars of the Industry awards program was created more than 40 years ago by the American Hotel & Lodging Association to recognize outstanding accomplishments in the lodging industry. While the categories have evolved over the years, the concept is still the same — to honor lodging employees and properties that best symbolize the quality service of the industry.

MLA members are eligible to nominate individuals as well as organizational programs.

P**lease read the rules and award descriptions carefully on the following pages.** All entrants ***must be*** from MLA member properties in good standing. All submitted materials become the property of MLA and will not be returned.

**FAQs**

**Who can enter?** The Stars of the Industry awards competition is open to all MLA members and their employees.

**What does it cost to enter?** There is no charge to enter.

**What do winners receive?** All nominees will be recognized at the MLA Stars of the Industry Awards luncheon in April. Winners will be brought up on stage and will receive an engraved plaque. Winners will also automatically be entered in the American Hotel & Lodging Association’s national Stars of the Industry Awards program. Only winning entries from MLA are eligible for the AH&LA national program.

**Where do I send my entry?** Please complete the entry form online at <http://www.masslodging.com/stars.html>

**Awards for Individuals/Employee/Industry Partner**

The MLA Awards for Individuals honor the dedicated and talented people whose professionalism and commitment to service exemplify the highest standards in our industry and make the lodging industry in Massachusetts so successful.

*The employee awards are divided into two categories:*

1)  member properties with 250 rooms or less

2)  member properties with 251 rooms or more

***Be sure to check one category and one property size when completing your entry form.***

**The Outstanding Lodging Employee of the Year** award gives MLA member lodging properties the chance to recognize a non-management employee (e.g., concierges, housekeepers, etc.) who goes above and beyond normal job responsibilities. Nominees are judged on outstanding and unusual service to the property, to the guests, and to the community.

**The Outstanding Manager of the Year** award recognizes exceptional performance by a supervisory employee (e.g., food & beverage managers, front desk managers, etc.) to their subordinates, to guests, and to the community.

**The Outstanding General Manager of the Year** award honors a hotelier who has demonstrated superior professionalism in operating a MLA member property and taken a leadership role in the industry by actively participating in association, community, or industry programs.

**The Stevan Porter Emerging Hospitality Leader of the Year** award honors the accomplishments of Stevan Porter, the late president of the Americas for the InterContinental Hotels Group (IHG). This award honors an exemplary lodging employee under age 30 who has demonstrated superior professional dedication, leadership, and a fresh perspective to their job. This individual should illustrate “out of the box” thinking in their professional and personal life, and dedication to the industry by actively participating in association, community, or industry programs.

**The Outstanding Industry Partner of the Year** award gives MLA member lodging properties the chance to recognize an industry partner who goes above and beyond to help the lodging industry. Nominees are judged on outstanding service to the property and industry.

**Awards for Organizations**

*The organization awards are divided into two categories:*

1)  member properties with 250 rooms or less

2)  member properties with 251 rooms or more.

***Be sure to check one category and one property size when completing your entry form.***

**Community Service** awards are given for programs that demonstrate  to residents that the individual property is responsive to the local community. Examples include campaigns to benefit local or national service organizations or charities, service to any part of the community through  a special project, and joint undertakings with community groups for the benefit of the area.

**Employee Relations** awards recognize a program designed to maintain or improve management’s relations with employees. Examples: programs focusing on employee recognition or incentives, quality assurance, self-improvement, or family events.

**Innovation Award** honors a property or company that drives fresh thinking and inspires a culture of innovation. This category recognizes a program, idea or event that refreshes an aspect of the hospitality industry, elevates the guest experience and propels the industry forward. To nominate a property or company, share how they’ve initiated practices and helped create a climate that encourages others to do the same.

**Student Chapter of the Year** This award is judged based on how the chapter as a whole works together and excels at tasks. The winning chapter should demonstrate initiative, industry involvement, and proven success running an effective chapter, while working as a team.

**Entry Checklist**

*Before submitting your entry, please review the following checklist:*

READ the entire Nomination Packet.

Contact the MLA if you’re unclear on any portion of the instructions.

Identify for each nominee the proper category.

Submit nominee information for accomplishments realized in the required year (2017) and based on the category’s specific criteria and judging elements.

BE SPECIFIC! It is not enough to just that the employee is “outstanding”

Did you list outstanding traits of the employee? Did you explain how the employee impacted property, guests, community or their peers? And, what methods or programs did they use to do so?

Did you share at least one specific story of how this nominee’s actions were exemplary?

Did you include the phonetic spelling of the nominee’s name?

List any hotel or community awards that the employee has earned and currently retains, and include industry certifications the employee has earned and currently retains.

Submit a quality photo of the nominee.

Before sending your nomination, read the category’s criteria and judging elements once more to make sure you have compiled a complete nomination.

Any questions? Please contact Katie Auer at [kauer@openthedoor.biz](mailto:kauer@openthedoor.biz)