



Please review all standard category eligibility requirements before proceeding as some requirements may have changed.

Nominees must fulfill **ALL** standard category eligibility requirements to be considered for a Calgary White Hat Award. Any nominee who does not meet these requirements may be disqualified. When in doubt, the decision of the Calgary White Hat Award committee will be final.

ELIGIBILITY REQUIREMENTS:

- Nominees must show a minimum of 12-months employment with their current employer.
- Nominees must be a permanent resident of Calgary.
- Nominees must be employed by a company or organization located within Calgary city limits or up to 15km outside the posted city limits.
- Nominees must be employed in a full-time or part-time capacity with their listed employer except for nominees in the Tourism Volunteer category.
- Nominating employers may withdraw a nominee at any time throughout the nomination process.
- Nominees can only be nominated in one (1) category per organization. In the case of multiple nominations, the Calgary White Hat Award committee will use the first nomination as the accepted one and discard other nominations.
- Nominations must be based on examples from the calendar year of 2023 only.
- Nominations must be based solely on tourism and hospitality-based tasks and roles.
- Standard category nominations are designed to recognize frontline staff workers only.
- Exceptional Rising Leader nominations are designed to recognize middle-managers, supervisors, and team leads only who have moved up to their role through dedications and exceptional work ethic.
- Owners, CEOs, Presidents, Vice Presidents, Executive Directors, Directors, and General Managers are not eligible in any standard category or the Exceptional Rising Leader category unless their role requires that they work in a frontline capacity for 90% of their regular daily job.



STANDARD CATEGORIES:

1. **Exceptional Rising Leader** (limited to entry/mid-level managers, supervisors, team leads, captains only – excl.: owners, executive/senior management, executive chefs, GMs)
2. **Exceptional Server: Centre City** (incl.: servers, in-room dining - area defined by Bow River north, 14 Street SW, Elbow River east and southern edge by a half block south of 17th Avenue South, 1 St SE)
3. **Exceptional Service: Tour Escort | Guide** (incl.: single and/or multi-stop walking, driving, biking, interpretive, specialty tours)
4. **Exceptional Service: Non-Server** (incl.: hosts, food runner, bus person, bar-back)
5. **Exceptional Server: North** (incl.: servers, in-room dining - address must be located in the NE or NW sections of the city; within the accepted boundary of 10km outside of the city limits; excludes NE or NW areas designated within the Centre City category)
6. **Exceptional Service: Airport | Airline** (incl.: guest services, customer service ambassadors, inflight, counter services)
7. **Exceptional Service: Heart of House** (incl.: security, maintenance, dishwasher/stewarding, IT)
8. **Exceptional Service: Housekeeping** (incl.: room attendant, house person, laundry)
9. **Exceptional Server: South** (incl.: servers, in-room dining -- address must be located in the SE or SW sections of the city; or within the accepted boundary of 10km outside of the city limits; excludes SE or SW areas designated within the Centre City category)
10. **Exceptional Service: Administration** (incl.: sales, events, administrative support, accounting, marketing/communications)
11. **Exceptional Customer Service: Driver** (incl.: taxi, coach, shuttle, limo, sedan, public transit)
12. **Exceptional Service: Guest Relations** (incl.: valet, door attendant, porter, butler, concierge, corporate/retail/mall guest relations)
13. **Exceptional Service: Reception | Reservations** (incl.: front desk or counter service for hotels, executive/club lounge, rental car, ground transportation, attractions, tour/travel agency)
14. **Exceptional Server: Banquets | Events** (incl.: banquet server, banquet porter, banquet bartender)
15. **Exceptional Service: Beverage Specialist** (incl.: mixologist, bartender, barista, brew master)
16. **Exceptional Service: Attraction** (incl.: reservations, ride operators, attraction & activity hosts, ushers, casino dealers, instructors)
17. **Exceptional Service: Tourism Volunteer:** (incl.: visitor information, greeters, hosts, docents)
18. **Exceptional Service: Culinary** (incl.: hourly, line/prep/pastry cooks, bakers – excl.: owners, executive chef, executive sous chef, sous chef)