

Standard categories

1. **Exceptional Leader** (this category is designed to recognize those entry and/or mid-level managers, supervisors, team leads, captains who are sharing their work ethic, knowledge and passion with other team members and employees)
2. **Exceptional Service: Tour Escort | Guide** (incl.: single and/or multi-stop walking, driving, biking, interpretive, specialty tours)
3. **Exceptional Service: Non-Server** (incl.: hosts, food runner, bus person, bar-back)
4. **Exceptional Server: North** (incl.: servers, in-room dining --- area includes any address in the NE & NW quadrants)
5. **Exceptional Service: Airport | Airline** (incl.: guest services, customer service ambassadors, inflight, counter services)
6. **Exceptional Service: Heart of House** (incl.: security, maintenance, dishwasher/stewarding, IT)
7. **Exceptional Service: Housekeeping** (incl.: room attendant, house person, laundry)
8. **Exceptional Server: South** (incl.: servers, in-room dining --- area includes any address in the SE & SW quadrants)
9. **Exceptional Service: Administration** (incl.: sales, events, administrative support, accounting, marketing/communications)
10. **Exceptional Service: Driver** (incl.: taxi, coach, shuttle, limo, sedan, public transit)
11. **Exceptional Service: Guest Relations** (incl.: valet, door attendant, porter, butler, concierge, corporate/retail/mall guest relations)
12. **Exceptional Service: Reception | Reservations** (incl.: front desk or counter service for hotels, executive/club lounge, rental car, ground transportation, attractions, tour/travel agency)
13. **Exceptional Server: Banquets | Events** (incl.: banquet server, banquet porter, banquet bartender)
14. **Exceptional Service: Beverage Specialist** (incl.: mixologist, bartender, barista, brewmaster)



15. **Exceptional Service: Attraction** (incl.: reservations, ride operators, attraction & activity hosts, ushers, casino dealers, instructors)
16. **Exceptional Service: Tourism Volunteer:** (incl.: visitor information, greeters, hosts, docents, wranglers)
17. **Exceptional Service: Culinary** (incl.: hourly, line/prep/pastry cooks, bakers) - (owners/executive chef, executive sous chef, sous chef are not eligible)