

Organization Nomination - Tourism Service Excellence Awards

Eligible Categories are

Accommodations - small, medium and large

Attractions/Places of Interest

Transportation Companies– Contract Carriage, Bike Rental, Car Rental, Tour Operator (business entities)

Watersports Operator

Ports of Entry - Cruise and Airports

Tourism Support Entities

Applications will be accepted from staff of organizations

*Required

1. Email address *

2. Select the tourism category for the entity that you are nominating

Mark only one oval.

- Accommodation - Large (more than 400 rooms)
- Accommodation - Medium (between 101 and 399 rooms)
- Accommodation - Small (under 100 rooms)
- Attraction /Place of Interest
- Transportation Provider (car and bike rental, ground transportation)
- Watersports Operator
- Port-of-entry (Cruise or Airport)
- Tourism support entity (Heritage Site, Parks and Garden, Museum, gastronomy experience)

3. Name of tourism entity being nominated *

4. Physical address of tourism entity *

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5. Select the applicable resort area for tourism entity

Tick all that apply.

- Falmouth
- Kingston
- Mandeville and the South Coast
- Montego Bay
- Negril/Hanover
- Ocho Rios/St. Mary
- Portland/St. Thomas

6. Mailing address of tourism entity (if different from physical address)

7. Telephone number for tourism entity *

8. Email address of tourism entity *

9. Number of persons employed full-time to tourism entity

10. Number of persons employed part-time to tourism entity

11. Title of person completing nomination *

Mark only one oval.

- Mrs
- Mr
- Dr
- Miss

12. First name of person completing nomination *

13. Last name of person completing nomination *

14. Occupation of person completing nomination *

15. Public Relations Information (if different)

16. Website of tourism entity being nominated

17. Social media information of tourism entity being nominated

Twitter Account, Facebook Account, Instagram Account, etc

Section 1 - Licences and Permits

Regulatory details for tourism organization being nominated

18. Select the permits or certifications that the tourism entity being nominated holds *

Tick all that apply.

Jamaica Tourist Board Licence

Public Health Certification

Fire Safety Certification

Public Liability Insurance

Food Handler's Permit

Team Jamaica

HACCP

Other: _____

19. State what percentage of your staff are Team Jamaica Certified

20. List other awards or recognitions that the tourism entity has received

Such as testimonials, letters of commendations, guest reviews, feedback forms, civic awards, media articles etc

21. Upload all supporting materials being submitted with this nomination

Certifications, Brochures, licence and recognitions etc
Files submitted:

Section 2 - Customer Service

Information showcasing the organization's commitment to providing exceptional service to customers.
N.B in your descriptions feel free to brag about your entity.

Rate the organization in the following areas, on a scale of 1 to 5

1 is the lowest score and 5 is the highest score

22. Services - Rate the service experience at the entity being nominated *

eg. customer care, complaints management, service recovery etc

Mark only one oval.

	1	2	3	4	5	
Poor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Exceptional

23. Briefly validate the service experience rating given above *

24. Facilities- Rate the facilities of the entity being nominated *

eg. rest rooms, dining areas, guest rooms/suites etc

Mark only one oval.

	1	2	3	4	5	
Poor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Exceptional

25. Briefly validate the facilities rating given above *

26. Enhanced Services - Rate the services offered by the entity that cater to children, elderly, and vulnerable groups *

eg. bilingual staff, ramps, child care facilities, accessibility etc
Mark only one oval.

	1	2	3	4	5	
Poor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Exceptional

27. Briefly validate the enhanced services rating given above *

eg. bilingual staff, ramps, child care facilities, accessibility etc

28. State how the tourism entity differentiates itself from its competitors in increasing guest satisfaction and exceeding guest expectations *

Section 3 - Staff Training and Development

Information about staff training and development activities over the last twelve months (1 year)

29. Describe the methods used by the organization over the past twelve months to increase engagement, enhance motivation and maintain a high level of staff morale

30. Has the tourism organization facilitated service development training for staff over the past twelve months? *

Mark only one oval.

Yes

No

31. If yes, list and describe the types and frequency of routine training/drills that the organization conducts to adhere to industry standards over the last twelve months

eg. fire drills, first aid response, disaster management and response etc

32. List and describe specialised non-routine training initiatives that the organization has facilitated for team members over the last twelve months and the number of staff trained in each area

Section 4 - Marketing and Innovation

Information on organizational strategies used to establish competitive advantages within various target markets

33. Have you ever been featured by the Jamaica Tourist Board in tourism advertisement footage or international publications? *

Mark only one oval.

Yes

No

34. If yes, provide validation of the feature (s)

Hyperlink to ad, copies of publication and features, url to video feed etc

Files submitted:

35. Describe the promotional methods employed by the tourism entity to engage new and emerging traveller groups

eg. Use of traditional and non-traditional media in promotion

36. Describe how the tourism entity being nominated establishes innovative tactics to amplify service experience

eg. use of digitization to increase efficiency in operations

Section 5 - Corporate Social Responsibility

Information about environmental and social initiatives employed by the organization

37. List and describe all environmental initiatives that the organization has spearheaded or supported over the past twelve months. *

for example: recycling, beach clean up, tree planting, water harvesting, waste water management etc

38. What percentage of staff at the tourism entity has participated in environmental initiatives described above

Mark only one oval.

- Less than 20%
- Between 21 and 50%
- Greater than 50%

39. List and describe all socio-economic initiatives by your entity which have positively impacted the surrounding communities and Jamaica as a whole

For example: NGO Partnerships, homework centres, work internships etc

40. List other awards or recognitions that the organization has received over the last twelve months

Thank you for participating in the Tourism Service Excellence Awards - Organization Category

Best of luck on your nomination!

A copy of your responses will be emailed to the address that you provided