DO YOU KNOW A STAR?

HHTA is proud to announce Harrogate’s Hospitality & Tourism Awards for 2020; now in its twelfth year we aim to celebrate the best of the best amongst the people and businesses who represent our town’s leading industry in the form of Business and Leisure Tourism.

We want to celebrate and reward those individuals who truly represent Harrogate as one of the country’s best destinations for both business and leisure tourism. Harrogate is a successful, vibrant, and desirable location in which to both live and work, and much of its success is due to the millions of pounds generated annually into the town’s economy through tourism. To do this however, we have to have the very best people providing their very best day in day out and we have therefore decided to reward and congratulate these people through these awards.

If you know someone who deserves that special recognition within any of the listed categories please vote for them by the 31st March 2020. Vote online or post your entry direct at the Tourist Information Centre. You’ll find the voting criteria on the website and the voting forms. After this date, a panel of judges will create a shortlist of four from each category who will be invited to attend a prestigious Gala Dinner at the Royal Hall on the 1st June 2020 where the winners will be announced on the night.

The star you’d like to nominate:

<table>
<thead>
<tr>
<th>Name of Nominee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Place of Work</td>
</tr>
<tr>
<td>Award Category</td>
</tr>
<tr>
<td>Reason for Nomination (please attach a separate sheet if requiring more space)</td>
</tr>
</tbody>
</table>

Your Name
Place of Work Contact Tel.

Vote online at www.destinationharrogate.co.uk or post this form to the Harrogate TIC, Royal Baths, Crescent Road, Harrogate HG1 2RR
Book your tickets for the prestigious awards ceremony in the spectacular Royal Hall on the 1st June 2020 by calling Linda Bradley on 01423 858585 or email linda.bradley@me.com
The Categories:

Waiter / Waitress of the Year
Sponsored by Harrogate Spring Water

Nairness for this award will have demonstrated an unrivaled level of customer service within the business that they work.

Bar Person of the Year
Sponsored by Matthew Clark

Not necessarily needing to be a "Tom Cruise in Cocktail" the winner of this award will however possess a deeply outgoing personality that ensures the customer is welcomed and put at ease from the moment they arrive. Having a complete knowledge of their operations & procedures this person will command the bar space they work within, be an industry natural and demonstrate first class customer service skills whatever the pressures.

Chef of the Year
Sponsored by Sykes House Farm

Not only will the winning individual of this prestigious award have to demonstrate passion, flair, and creativity; be showcasing local produce and have a great reputation for food – the Chef who reaches the shortlist for this award will now have to raise the bar even higher! Once nominations have closed the judges will contact the shortlisted chefs and request a signature dish prior to visiting the nominee restaurants and tasting their creation before deciding the winning Chef – no pressure then but as the saying goes "If you can't stand the heat get out of the kitchen!"

Team of the Year
Sponsored by Platinum Print

Coming from any business that has anything to do with either business or leisure tourism, the team of the Year will stand out as being able to deliver the very best of Yorkshire Hospitality and a commitment to deliver service excellence across the whole team. Working for a business that can demonstrate it makes a real difference within Harrogate, the team will show the outside world what makes our town so great!

Harrogate Ambassador
Sponsored by Harrogate Christmas Market

Nairness for this award will truly stand out from the crowd. This individual could be from virtually any walk of life, but whatever they do they will be the epitome of what Harrogate represents in our tourism offering. Going beyond the call of their immediate job description, the Harrogate Ambassador will be someone who strives on a near daily basis to market, promote and represent Harrogate in a wholeheartedly professional manner.

Newcomer of the Year
Sponsored by Harrogate College

This award can be won either by an individual who has stood out and shone in their first year of employment within the Hospitality Catering or Tourism industry or equally nominations are welcome for businesses that have opened within the last two years and have proved to make an immediate impact on Harrogate’s offering to the business and/or leisure visitor.

Unsung Hero
Sponsored by Bidfood

Making any guest or visitor experience a special and memorable one usually takes many people in varying positions and organisations to pull together to make it happen however there are often those who play more than their own part in this and yet receive little or no recognition. Our Unsung Hero award is for just those people!

Best Achievement of the Year
Sponsored by CNG

The winning nomination will either be an individual or a business that has made significant positive change to enhance the customer experience or driven their business against market expectation/conditions. Being from any sector related to business or leisure tourism, the overall winner’s achievement will clearly set them apart from their colleagues and/or competitors.

Outstanding Customer Service
Sponsored by Slingsby

The clue to the winner of this award is in the title. This individual will be shining light within their business, truly giving their job description, the Harrogate Ambassador will be someone who strives on a near daily basis to market, promote and represent Harrogate in a wholeheartedly professional manner.

Restauran of the year
Sponsored by World of James Herriot

Everyone loves great food & drink and when it is served in the surroundings you love, with high standards in all areas by people who care and encourage you to return again and again what can be better? Nominations accepted from owners, managers, team members and especially customers – tell us why your restauran of the year is all of the above and more!

Bar of the year
Sponsored by Timothy Taylors

Yorkshire is famed for its great ale and a fine selection of places to drink it! Whatever your tipple Harrogate is no exception and everyone has their favourite – what’s yours? Tell us why and encourage your colleagues and fellow regulars to do the same. The winner of this award will not only serve great drinks it will have fabulous hospitality, standards and be heralded as the best in class in Harrogate.

Receptionist of the year
Sponsored by Bookers

Often referred to as being ‘On Stage’ we all know excellent first impressions are the key to a great experience and the winner of this award should be exemplary in their business. A keen eye for detail, professional appearance and the ability to deal efficiently with requests are also important and the judges will be looking for evidence that the nominees are outstanding among their colleagues in these qualities.