

Hospitality Heroes Q&A

Why honor hospitality workers?

Hospitality Heroes was created to celebrate the accomplishments of an elite group of frontline hospitality workers while showcasing the resilience of the tourism industry. Tourism is Southern Nevada's top economic driver, representing nearly 30 percent of overall employment in the state. Hospitality workers ensure Las Vegas remains the world's number one tourist destination.

Who can be nominated for Hospitality Heroes?

Hospitality workers who work in hotels and casinos or in tourism-related fields such as tours, restaurants, and entertainment can be nominated. Hospitality workers who are employed by casino resorts can work in guest-facing or back of house areas.

For nominees to be considered, the nomination must contain a *minimum of two* specific examples of how the employee has gone above and beyond to positively impact the guest experience.

Can I nominate myself?

No. Nominees must be nominated by someone who has direct knowledge of the nominee's contributions to the hospitality industry.

How many Hospitality Heroes are selected each quarter?

One to two Hospitality Heroes will be selected by a committee and recognized each quarter.

If I am not selected as a Hospitality Hero will my nomination carry over to the following quarter?

Yes. Nominations do not need to be resubmitted each quarter for consideration.

Who makes up the selection committee?

The top ten finalists will be evaluated by a committee that will consist of the following:

- One representative from the Vegas Chamber
- One representative from the Latin Chamber
- One representative from the University of Nevada School of Hospitality
- One representative from Travel Nevada

How are Hospitality Heroes recognized?

Hospitality Heroes will be recognized both at their place of employment and during the LVCVA's public Board of Directors meeting once per quarter. Winners will also receive an award, a gift bag of items from the LVCVA and a staycation at a Las Vegas resort.

How do I nominate someone?

Visit the LVCVA's website at LVCVA.com and submit the online nomination form for consideration.

What is the timeline for the nomination and selection process?

The general timeline for quarterly nomination, consideration and selection process is as follows:

- Quarter 1
 - February – submission period
 - March – committee review period
 - April – winners announced during the April Board of Directors meeting
- Quarter 2
 - April – submission period
 - May – committee review period
 - June – winners announced during June Board of Directors meeting
- Quarter 3
 - July – submission period
 - August – committee review period
 - September – winners announced during June Board of Directors meeting
- Quarter 4
 - October – submission period
 - November – committee review period
 - December – winners announced during December Board of Directors meeting