

Employee Excellence Award - 2010

Purpose of Award

The Employee Excellence Award recognizes any employee (e.g. mechanic, bus washer, driver, dispatcher, receptionist, office staff, tour coordinator, etc.) from any Bus Operator or Tour Operator member of OMCA who has provided outstanding performance to their employer and has a superior attitude and demeanor in providing customer service, **over the period of the last year.**

Qualification Criteria

1. Nominee may be ANY employee (e.g. mechanic, bus washer, driver, dispatcher, receptionist, office staff, tour coordinator, etc.) of a Bus Operator or Tour Operator member of OMCA.
2. Nominee must have exhibited outstanding overall job performance in the day-to-day execution of his/her duties in relation to the job description.
3. Nominee must have displayed a willingness to go above and beyond the call of duty and has performed in a manner which is identifiable above other employees over the past year.
4. Nominee must have a proven track record of superb customer service.

Instructions for Nominations

1. Nominations can be made by any OMCA Tour Operator or Coach Operator member.
2. Nomination must include a valid job description and an outline of how the employee has exhibited outstanding overall job performance in the day-to-day execution of duties.
3. A written report/narrative (maximum 5 pages) explaining how the nominee has displayed a willingness to go above and beyond the call of

duty and how they have performed in a manner which is identifiable above other employees.

4. Please include written examples indicating the superb customer service abilities of the nominee from both an internal and external customer service perspective.

5. Please note that once an individual has won this award, their name may not be submitted again.

Evaluation Guidelines

The Awards Committee will review and evaluate all documentation submitted with the nomination form in relation to the "Qualification Criteria" listed on this page (also see notes under "Instructions for Nominations"). If necessary, they will conduct interviews with both the nominee and the nominator for further details and clarification.

When a nomination has met all of the Qualification Criteria, the Awards Committee will also consider the following:

- a) nominee's contribution to the motor coach industry
- b) nominee's contribution to the Ontario Motor Coach Association

Awards/Prizes

The winner(s) of this award will receive: \$250 cheque for each award winner (e.g. one bus operator employee and one tour operator employee)

- ◆ a special personalized recognition award
- ◆ complimentary admission for winner and a guest to attend the OMCA Annual Awards Banquet/Dance
- ◆ a limited edition OMCA lapel pin
- ◆ industry and external publicity

Deadline Date
All nomination forms must be
returned to OMCA no later than
Oct. 1, 2010