



## Employee Excellence Award

The Employee Excellence Award recognizes any employee 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.

### Qualifications

1. Nominee may be any employee (e.g. mechanic, bus washer, driver, dispatcher, administrative staff, 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 explanative of 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

The Board of Directors, Executive Committee will review and evaluate all documentation submitted with the nomination form in relation to the qualification and nomination criteria listed on this page.

When a nomination has met all of the qualification criteria, the Committee will also consider the following:

- Nominee's contribution to the motor coach industry, if any
- Nominee's contribution to OMCA

### Awards and Prizes

The winner(s) of this award will receive:

- A cheque for \$250.00 per award winner (e.g. one bus operator employee and one tour operator employee);
- Complimentary invitation for the winner(s) and a guest to attend an OMCA Luncheon, during which he or she will receive the award;
- Industry and external publicity

### Previous Award Winners

2016	Lou Bijelic Lisa Burley	PWT Parkinson Coach & Tours
2015	---	---
2014	Nicole Neumann	McCoy Bus Service & Tours
2014	Carol Murray	PWT
2013	Lyn Morrow	Coach Canada
2012	Kim Scott	Coach Canada
2011	---	---
2010	Myra Buchan	Coach Canada
2009	Tiina Vallik	PWT
2008	Gaymore Anderson	PWT

2008	Carol Williams	Great Canadian Holidays
2007	Monique Leroux	417 Bus Line Ltd.
2006	Ramesh Ramdial	PWT
2005	Mary Anne Evans	Can-ar Coach Service
2004	Sheila Gidge	Parkinson Coach Lines
2004	Nikki Morlock	School Voyageurs
2003	Shaffin Ajani	GO Transit
2003	Vivian McCumbor	Franklin Tours
2002	Debbie Drake	Hammond Transportation
2001	Albert Berlinquette	417 Bus Lines
2001	Sue LeClair	Shoreline Tours
2000	Patti Pattison	PWT
1999	Fred Wachta	PWT
1999	Mark Fleming	Pathway Tours