



The Calgary White Hat Awards understand the enormous impact COVID-19 has had on the tourism and hospitality industry and have modified some of the eligibility requirements this year.

Nominees must fulfill **ALL** standard category eligibility requirements to be considered for a Calgary White Hat Award. Any nominee who does not meet these requirements may not be scheduled for an interview. When in doubt, the decision of the Calgary White Hat Award winner selection committee will be final.

Please review the eligibility requirements in full before proceeding.

ELIGIBILITY REQUIREMENTS:

- All nominees must show a minimum of 3-months employment with current employer
- All nominees must reside no more than 30km from Calgary city limits
- All nominees must be employed by a company or organization located within Calgary city limits or up to 15km outside the posted city limits
- All nominees must be employed in a full-time or part-time capacity with their listed employer
- Nominees can only be nominated in one (1) category per organization. In the case of multiple nominations, the Calgary White Hat Award committee will use the first nomination as the accepted one
- Nominations can be based on examples from the 2021 or 2022 calendar years
- Nominations must be based solely on tourism and hospitality-based tasks and roles

1. **Exceptional Leader** (limited to: entry/mid-level managers, supervisors, team leads, captains only - excl.: owners, executive/senior management, executive chefs, GMS)
2. **Exceptional Server: Centre City** (incl.: servers, in-room dining --- area defined by Bow River north, 14 St S.W. west, Elbow River east and southern edge by a half block south of 17 Avenue South, 1 St S.E.)
3. **Exceptional Service: Shopping** (incl.: attraction gift shops, boutiques, festival/event pop-ups, specialty/grocery stores)
4. **Exceptional Service: Tour Escort | Guide** (incl.: single and/or multi-stop walking, driving, biking, interpretive, specialty tours)
5. **Exceptional Service: Non-Server** (incl.: hosts, food runner, bus person, bar-back)
6. **Exceptional Server: North** (incl.: servers, in-room dining --- address MUST be located in the N.E. or N.W. sections of the city; within the accepted boundary of 10km outside of the city limits; excludes N.E. or N.W. areas designated within the Centre City category)
7. **Exceptional Service: Airport | Airline** (incl.: guest services, customer service ambassadors, inflight, counter services)
8. **Exceptional Service: Heart of House** (incl.: security, maintenance, dishwasher/stewarding, IT)
9. **Exceptional Service: Housekeeping** (incl.: room attendant, house person, laundry)
10. **Exceptional Server: South** (incl.: servers, in-room dining --- address MUST be located in the S.E. or S.W. sections of the city; or within the accepted boundary of 10km outside of the city limits; excludes S.E. or S.W. areas designated within the Centre City category)
11. **Exceptional Service: Administration** (incl.: sales, events, administrative support, accounting, marketing/communications)
12. **Exceptional Customer Service: Driver** (incl.: taxi, coach, shuttle, limo, sedan, public transit)
13. **Exceptional Service: Guest Relations** (incl.: valet, door attendant, porter, butler, concierge, corporate/retail/mall guest relations)
14. **Exceptional Service: Reservations** (incl.: rental car, ground transportation, attraction/tour/travel/hotel reservations)
15. **Exceptional Service: Accommodation Reception** (incl.: front desk, executive/club lounge)
16. **Exceptional Server: Banquets | Events** (incl.: banquet server, banquet porter, banquet bartender)
17. **Exceptional Service: Beverage Specialist** (incl.: mixologist, bartender, barista, brewmaster)
18. **Exceptional Service: Attraction** (incl.: ride operators, attraction & activity hosts, ushers, casino dealers, instructors)
19. **Exceptional Service: Volunteer Tourism:** (incl.: visitor information, greeters, docents)
20. **Exceptional Service: Culinary** (incl.: hourly, line/prep/pastry cooks, bakers) - (excl.: owners/.executive chef, executive sous chef, sous chef)