**This is a ‘Practice Form’. It is intended for you to familiarise yourself with the questions and you may wish to complete, print and/or share it with colleagues before cutting and pasting final answers into the online entry form. To enter the Awards you must do so online following links from the website below:**

[www.visit-nottinghamshire.co.uk/nottinghamshire-hospitality-stars-awards](https://www.visit-nottinghamshire.co.uk/nottinghamshire-hospitality-stars-awards)

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**Rising Star – Unsung Hero**

*Recognises individuals within the tourism industry that demonstrate exceptional commitment to their customers and their work.*

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| **Eligibility Criteria** |
| * Individuals from all parts of the visitor economy are eligible to enter |
| * Individuals who have recognised the absolute importance of both welcome and customer service * Who consistently demonstrate an exceptional customer care ethos * You may enter on behalf of an outstanding member of staff or as an individual * Exceptional commitment to their role * Someone that works behind the scenes but is pivotal to your business * Understanding and passion for the business |

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| **Applicant & Business Details (Not scored)** | |
| Name of the person nominated for the Unsung Hero Award |  |
| Nominee’s Job Title |  |
| Applicant’s Name (Your Name) |  |
| Applicant’s Email and Phone Number |  |
| Business Name  Give the name you use when promoting your business, as you wish it to appear in all publicity materials, on certificates, in presentations etc. |  |
| Business Address |  |

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| **Entry/Nomination details (Scored)** |
| What role do you / your nominee play in the business? (100-200 words) |
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| **Question 1 (Scored)** |
| Please describe why you / your nominee deserves to win this award? Have they delivered constantly high customer service? Have they undergone training and are eager to learn more? Are they a pivotal part of the team? (150-200 words) |
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| **Question 2 (Scored)** |
| Give examples of any business initiatives you / your nominee has supported, and examples of when they have gone above and beyond. E.g Water/energy saving – involving local community – new marketing initiative – use of social media – customer service etc. (100-200 words) |
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| **Evidence (Scored)** |
| Give evidence of awards or commendations (in company or external) that you / the nominee has received. Customer feedback forms – media coverage – awards and certificates. (approx. 150-200 words) |
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| **Terms & Conditions of Entry** |
| “Competition” means Nottinghamshire Hospitality STARS Awards.  “Organiser” means Visit Nottinghamshire.   “Platform” means the online system that the applicant must use to complete their application.  By submitting an application to the Competition, you agree to be bound by the following terms and conditions:  ·         Applications for the Competition must be submitted within the time and date ranges specified at [www.visit-nottinghamshire.co.uk/nottinghamshire-hospitality-stars-awards](http://www.visit-nottinghamshire.co.uk/nottinghamshire-hospitality-stars-awards)  ·         Applications must be submitted online by following the link from [www.visit-nottinghamshire.co.uk/nottinghamshire-hospitality-stars-awards](http://www.visit-nottinghamshire.co.uk/nottinghamshire-hospitality-stars-awards)  ·         Entry is free for members of Visit Nottinghamshire. Non members can pay an entrance fee of £99 plus VAT. This includes entry into all of the award categories; non members will be invoiced on receipt of their application and payment must be received before the entry is accepted  ·        You must be open for business at some point between 26th April and 14th September 2019, so the judges can visit if required. If you are closed for any part of this period, please ensure this is highlighted in the ‘closures’ box on your application  ·         Applications may be submitted by any individual representing the business applying and the individual who submits the application will also become the contact whom all correspondence from the Organiser  ·         You or a colleague must inform the Organiser immediately of any changes to the applicant contact information during the Competition  ·         Employees or representatives/agents of the Organiser are not eligible to submit an application to the Competition except for categories in which third party nominations are publicly invited  ·         You must ensure that your business complies with all current and relevant legal and licensing obligations before submitting an application. The judges reserve the right to not consider an application if this is in doubt and cannot be confirmed  ·         You can apply for more than one category, except where specified within the eligibility criteria, but separate applications must be completed for each  ·         Applications will only be considered if they are deemed to meet the eligibility criteria for the category  ·         Applications will only be considered if they are submitted via the Platform and completed in full and do not exceed the maximum word counts  ·         The Organiser reserves the right to move an application into a different category, if deemed more appropriate and should this occur the business affected will be informed  ·         You agree to be part of any publicity undertaken in association with the Competition. If selected as a finalist, you accept and agree that the Organiser may use or publish any photographs, comments or evidence submitted at any stage of the Competition in any media, waiving any rights to payment or to inspect and approve a finished product  ·         Competition judges may decline to award winners at any level in some or all categories, if in their opinion there are insufficient entries of a winning standard  ·         The prize provided by the Organiser for each winner will be a certificate and/or a trophy. There is no cash alternative  ·         Competition winners may publicise their success indefinitely provided the placing and year are specified in all publicity and materials  ·         Competition winners may only use the specific logo issued by the Organiser and not modify it in any way, nor use, or adapt for use, any other logo connected with the Organiser  ·         The logo may only be used alongside the location or part of the business that has won an award e.g. a self-catering provider with multiple properties across different locations must only use the logo alongside the winning location  ·         You confirm that you own the copyright to any photographs included with your application and permit the Organiser to use these photographs in PR and awards literature if you are short listed as a finalist  ·         The Organiser will not accept responsibility for applications delayed or lost as a result of any network, computer hardware or software failure  ·         In the event of any dispute regarding the Competition eligibility criteria, application forms, judging process, choice of finalists/winners or any other matter relating to the Competition, the decisions of the Organiser shall be final and no correspondence or discussion shall be entered into.  ·      With the exception of the two local award categories (Rising Star – Front of House and Rising Star – Unsung Hero) all awards categories may be put forward for the VisitEngland Award for Excellence  Any data you provide will be handled in accordance with the Organiser’s privacy policy shown at <https://www.visit-nottinghamshire.co.uk/information/data-protection-policy>, VisitEngland’s [privacy policy](http://www.visitbritain.org/privacy-policy) and OpenWater’s [privacy policy](http://www.getopenwater.com/privacy-policy) (application software provider) available on their websites. The Organiser, VisitEngland and OpenWater reserve the right to amend their privacy policies from time to time, and new versions will be provided on their websites. The most up to date version of any policies hosted on their websites will bind you and them. |

Please indicate whether the person/team you are nominating is aware that you are putting them forward for nomination.

Yes / No