

First Nation Canadian Gaming Awards Nomination Acceptance 2019

First Nation Canadian Gaming Employee of the Year Award

This award is for an employee that is recognized by their casino for outstanding service within the last 12 months prior to the nomination deadline.

For non-supervisory employees with a minimum of 12 months continuous service. (Dual-rated employees are permitted.)

Complete and submit this form with attached supplemental information to:
Paul Burns, President, Canadian Gaming Association
131 Bloor Street West, Suite 503, Toronto, ON M5S 1P7
pburns@canadiangaming.ca
416.304.6870

Application for: First Nation Casino: _____

Name of Applicant

Last Name First Name Employee #

Position Department

Aboriginal Status: _____

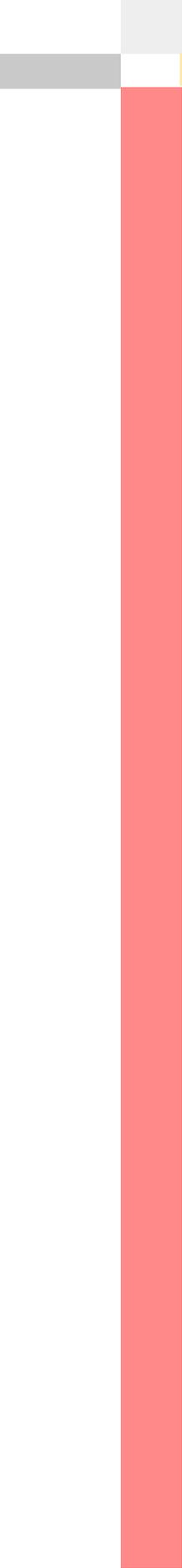
Hire date with Casino (minimum of 12 months service): _____

If applicable, most recent Performance Management Documentation (must be 12 months free): _____

Signature Date

Resume included in package Yes No

Number of Supplemental Pages Attached



Please provide answers to the following questions in sentence form as attachments. Reference the Section Title and Question Number when providing your answer.

- **Service Orientation**

1. Describe, in detail, the type of service that you provide to your guests/customers/co-workers that displays exceptional customer service. Provide at least one example of a particular situation where you went above and beyond to provide exceptional Customer Service.
2. Describe, in detail, the manner in which you typically solve guest, customer or co-worker problems. Provide at least one example where you were presented with a particularly tough situation that you were able to turn around and create a positive experience.

- **Leadership**

1. Describe, in detail, an instance where you showed leadership amongst your peers/co-workers. How did this leadership support/promote a company initiative/effort?

- **Teamwork**

1. Describe, in detail, an instance where you demonstrated the ability to work as part of a team. How did this teamwork lead to the overall success of the project?
2. Briefly describe at least 3 instances in which you worked as part of a team to accomplish a task that you would not have been able to do alone. How did working as a team help to accomplish the goal more effectively/efficiently?

- **Initiative**

1. Describe in detail at least one situation in which you took initiative to identify a new technique, process, opportunity, etc. to improve your job function, your Department, or Casino Operation in general.
2. Describe at least one situation (not previously used) in which you took initiative above and beyond your regular duties to provide either: a) Exceptional Customer Service, b) Leadership, or c) Teamwork.