



Casino Operations Star of the Year

This award recognizes an individual who displays exemplary skills in guest service, gaming knowledge, and has a proven track record of contributions to the operation. Nominee provides ideas for operational improvements, is a team player, and consistently demonstrates professionalism with teams and guests.

Emerging Leader Star of the Year

This award recognizes an individual who has a track record of career leadership growth, energy that inspires others within their teams and departments, displays innovative contributions and has ongoing notable achievements. Community volunteerism is an important component for award consideration as well as ongoing industry education through educational entities, certification programs, seminars and other opportunities.

Facilities/Public Area Star of the Year

This award recognizes individuals with strong knowledge and efforts in property maintenance or public area operations and a proven track record of successful support in respective responsibilities. Recognizing ideas for improvement, safety features, and cleanliness is inherent for this award.

Food and Beverage Star of the Year

This award recognizes an individual who has made extraordinary contributions to the F&B department at a property such as food quality and delivery processes, creativity in menus, exemplary guest service, cost savings, and other notable efforts.

General Manager Star of the Year

The General Manager of the Year award recognizes a professional who has had a significant impact within the hotel industry, at the current property being managed and the community. The nominee should be a highly achieved leader, mentor and influencer for the team and network.

Hotel Front Services Star of the Year

This award recognizes superior skills in guest service and guest experience, skillful problem solving, innovative thinking, and the ability to be a consistent team player. Effective and clear communication, positive and attentive interactions with guests, including active listening and understanding both verbal and non-verbal cues are key components for this award.

Nominee will have a track record of going above and beyond in handling guest issues satisfactorily.

Housekeeping Star of the Year

This award recognizes an individual with a track record of consistently ensuring cleanliness and superior guest service and satisfaction. Key skills include cleaning techniques, attention to detail, time management, effective communication, adhering to safety practices and being aware of guests' needs and handling efficiently and appropriately.

HR/Learning and Development Star of the Year

This award recognizes an outstanding professional in the area of human resources who demonstrates exceptional leadership and innovation in learning and development efforts and initiatives. A proven track record of contributing to employee growth, skill enhancement, and contributing to the overall organizational success through strategic and productive programs should be in place.

Management Leader Food and Beverage Star of the Year

This award recognizes excellence in leadership and talent in the culinary food and/or beverage industry as demonstrated by restaurant, bar or club success, team development and performance, operational efficiency, and ongoing success. Nominees should demonstrate a track record of progressive growth in the industry, solid experience in F&B leadership, and consistent and innovative management efforts.

Management Leader Hotel Operations Star of the Year

This award recognizes a leader that possess a combination of strong leadership, operational expertise, and interpersonal skills. The leader will have the ability to build and manage strong and effective teams.

This leader must be an effective communicator, exceptional problem-solver, and innovative decision-maker who can motivate and inspire the team. Guest experience and satisfaction is always the priority and the management leader ensures the team understands this important component of a successful hotel operation.

Mentor of the Year

The mentor of the year demonstrates exceptional skills by regularly mentoring assigned mentees in the NHLA mentor programs. This nominee has extensive experience in the hospitality industry and shares resources, guidance, tips for success and opportunities with the assigned mentees. Follow-up and consistent contact with the mentees is an important component of mentorship.

Safety or Security Star of the Year

This award recognizes an individual that demonstrate exceptional practices and achievements in safeguarding guests, staff, and property. Nominees will have a track record of successfully addressing security or safety challenges and improved overall security performance. Nominee must demonstrate exceptional guest service and communication skills, problem-solving abilities, be keenly observant of surroundings and activities for the priority goal of providing a safe and secure environment for everyone.

Sales or Marketing Star of the Year

This award recognizes an individual in sales or marketing who exceeds sales targets or marketing objectives, consistently acquires new clients or provides creative ideas, achieves high guest retention and return, and contributes to overall business performance metrics like revenue growth and occupancy. The nominee should demonstrate the ability to build and maintain strong client relationships and provide exceptional guest service.

Suggesting innovative strategies for operational and sales benefit and assisting with execution when appropriate are key skills in this area.

Spa Aquatics Star of the Year

This award recognizes an individual in a pool or spa area of a hotel who demonstrates aquatic skills, operational excellence, guest satisfaction, and business performance. Key areas include demonstrated ability to provide exceptional guest service and experience, maintain quality, and foster a positive environment. A strong commitment to industry standards and guest safety are essential.

Support Systems and Services Star of the Year

This award recognizes an individual working in an area of the hotel operation that provides support or services such as IT, accounting, administrative support or risk management. Nominee should consistently offer assistance and support for assigned area in an efficient, positive and productive manner. Nominee should have a track record of offering ideas and suggestions to enhance or improve a process or procedure and helping to execute it.

Technology Star of the Year

This award recognizes an individual or company who has offered significant contributions, innovation, and impact within the technology hospitality field. The nominee should have the ability to identify and solve complex technological challenges with creative and effective solutions and ensure policies and practices are current within the organization and supported efficiently. Leadership in product development, contributing to major decisions regarding product features, strategy, and pricing is an important area for this category.

Women in Lodging Star of the Year

This award honors a woman at a hotel property who is a leader, a role model and a mentor. She is committed to helping other women reach their goals and it is exemplified through her leadership, accomplishments, and achievements. She leads with a positive, energetic attitude and encourages others to reach for their goals through leadership development, education and volunteerism.

Water Conservation Company Star of the Year

This award recognizes a leading company in the hospitality industry who has demonstrated significant contributions to water efficiency, conservation, and sustainability. The award highlights a company who has made a substantial impact in their water conservation efforts through their innovative approaches and dedication.