

Atlantic City Host Awards 2019 Nomination Form

Candidate: Dominique Foster
Job Title: Costume Beverage Server
Host Award Category: Best Cocktail Server
Years of Service: 12 years
Company: Borgata Hotel Casino & Spa
Supervisor: Sherry Decker

Dominique has countless examples of excellence on the job. She is defined by her efficiency, great attitude, and all around incredible customer service.

Not many people embody the definition of hospitality but Dominique certainly does. In situations where other employees may become flustered by particularly difficult customers, Dominique handles them with grace and poise. One such situation came early in the year where a couple of guests had been waiting for service for an extended period of time. The immediate response from management was to show up and create a better situation for the guests in the form of an ear to listen and a promise of better service. However, before management even got there, Dominique was there taking care of the guests and making sure their situation was heard. This is the type of excellence we expect from all of our employees, but is only exemplified in a few.

It can be difficult to find employees who take such pride and great care in their work in any field. Service can be a humbling and yet an empowering occupation. Dominique creates great service experiences for guests, a wonderful example to her peers, and is one of a kind in her industry.

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Host Award Category: Best Cocktail Server

Candidate: Erica Munoz De Castillo

Job Title: Cocktail Server

Property: Ocean Resort Casino

Years of Service in industry: 2

It is my pleasure to nominate Erica Munoz De Castillo for best cocktail server. Erica possesses exceptional customer service skills and delivers topnotch service to every guest she encounters. She is one of the most personable and compassionate team members that I have encountered, and she always arrives with a smile on her face. Her pleasant attitude is infectious; she always gives a happy greeting to her team members who can't help but brighten up when she is around. Erica is always assisting and helping others whenever needed without question. Erica also has an ability to communicate effectively with everyone. Erica is always volunteering for extra shifts and will work wherever is needed. Regularly I can see and hear her interactions with guests and am amazed at how effortless the conversations are with Erica. She finds how she can accommodate their needs while engaging in conversation that is nothing short of warm and welcoming.

Erica loves to bring the team together and have some fun on the job. On New Year's Eve, she brought in matching shirts for her team in Sportsbook so they could show their festivities and enthusiasm for the job. Her enthusiasm and appreciation for the job is almost tangible. Erica consistently finds ways to help her team members with training, such as ways to provide exceptional customer service and ways to keep calm during stressful situations. Erica's willingness to assist others and her commitment to Ocean as a dedicated Team Member is outstanding! She is quick to respond to her guests, regardless of whether she has a loaded tray of drinks for delivery. Erica has an upbeat and positive attitude paired with a commitment to always giving great customer service at Ocean, making her the perfect candidate to receive the best cocktail server award!

2019 Nomination Form

NO ATTACHMENTS WILL BE ACCEPTED

Candidate: Kim Pizarro

Job Title: Cocktail Server

Host Award Category: Best Cocktail Server

Years of Service : 34

Supervisor : Rob Moyer

Company: Golden Nugget Atlantic City

Address: Huron & Brigantine Blvd, Atlantic City

Phone 609-441-8457

E-mail mveneszt@gnacm.com

Provide a specific example, or story, or incident on how this employee stands out and is not only a good employee but a great employee.

Please submit a typed nomination, maximum of one page.

Kim is known for her ability to brighten everyone's day, from coworkers to managers and guests, with ease. Working in the guest service industry is not always without challenge, but the Beverage Department is constantly receiving letters and comments from guests regarding how wonderful their experience was with Kim during their stay at Golden Nugget.

Recently, one guest took time to submit a letter which demonstrates the impact Kim has on our guests:

"On my last three trips to The Golden Nugget, my friend and I were lucky enough to have Kim as our server. She was funny, happy, courteous and most of all seemed genuinely happy to serve us. My friend lost but it really didn't matter. Kim kept us laughing and the friendly banter was a welcome change. Customer service is the hardest job in the world and Kim made it look easy."

Another guest wrote to the Beverage manager several time stating: "Ms.Pizarro who works at Bar 46 went above and beyond the call of duty to assist me and I want her to be recognized!"

These are just two examples out of dozens received for Kim's extraordinary customer service skills and welcoming, fun attitude. Kim is an exemplary member of the Golden Nugget team and it is an honor to recognize her for her years of service in the Atlantic City industry.

**One nomination per award category may be submitted.
All nominations must be submitted no later than March 22, 2019.**

**Atlantic City Host Awards
c/o Doreen Prinzo
2314 Pacific Avenue
Atlantic City NJ 08401**

***If you have any questions, please call Doreen Prinzo at 449-7156 or email
dprinzo@njcrda.com***

2019 Nomination Form

NO ATTACHMENTS WILL BE ACCEPTED

Candidate: Lori Auble

Job Title: Cocktail server

Host Award Category:

Years of Service : 52

Supervisor : Richard Washington

Company: Tropicana

Address: Brighton ave and the Boardwalk

Phone 609-340-4000

E-mail

Provide a specific example, or story, or incident on how this employee stands out and is not only a good employee but a great employee.

Please submit a typed nomination, maximum of one page.

Lori is an awesome server who is always getting compliments from guests throughout the casino. Lori went above and beyond the call of duty when she saved the life a fellow employee who was choking in the employees cafeteria. With her alert reaction and being trained as a nurse, she went to the aid of a fellow employee who was choking. Lori applied the Heimlich Maneuver which dislodge the food blocking the windpipe and saved her fellow workers life. For these reasons Lori Auble should receive the host award as best cocktail server.

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NO ATTACHMENTS WILL BE ACCEPTED

Candidate: Denise Pocoroba

Job Title: Cocktail Server

Host Award Category: #26 - Best Cocktail Server

Years of Service: 38

Supervisor: Shannon Thompson

Company: Harrahs Resort Atlantic City

Address: 777 Harrahs Blvd., Atlantic City, NJ

Phone: 609-441-5000

E-mail: Sthompson1@caesars.com

Denise Pocoroba has been a table games cocktail server since Harrah's opened 38 years ago. I could go on and on about her amazing service to her guests and this property because Denise creates positive memorable experiences for each of her guests every time. Her service is fast, friendly, and focused on making people have fun while playing. However, I would like to tell you how this year Denise went above and beyond the call of duty to help two of her co-workers in need.

In August Denise personally started, organized, and orchestrated a cancer benefit for a fellow cocktail server who was suffering from cancer. She personally wrapped and decorated over 200 baskets for the raffles, sold tickets prior and at the door, and ran the 50/50. She was the brains behind the entire benefit and saw the whole thing through to the end. She raised just over \$15,000 in funds that went directly to medical needs.

In October Denise again went above and beyond the call of duty of any server and organized another benefit for a bartender who was also suffering from cancer. She again made over 150 baskets, was in charge of the whole benefit, and raised \$12,000 that went directly towards medical expenses. The bartender sadly passed in January and Denise again raised money towards funeral expenses for the family.

Denise is also a committee member for the South Jersey AIDS association, where she donates not just money but her time outside work for this noble cause. Denise is a cocktail server who doesn't just go above and beyond for our guests but also our employees. Hours of time off the clock have been spent trying to help members of not just our Harrah's family but families across South Jersey. She deserves this recognition not just because she is the best server in Atlantic City which shows in her guest letters and comments in surveys but also because for 38 years she has been an inspiration both at work and outside with her kind deeds to the community.

2019 Nomination Form

NO ATTACHMENTS WILL BE ACCEPTED

Candidate: David Martinez

Job Title: Casino Cocktail Server

Host Award Category: Best Cocktail Server

Years of Service: 8

Supervisor: James Boyce

Company: Resorts Casino Hotel

Address: 1133 Boardwalk, Atlantic City, NJ 08401

Phone 609-340-1000

E-mail jboyce@resortsac.com

Provide a specific example, or story, or incident on how this employee stands out and is not only a good employee but a great employee. Please submit a typed nomination, maximum of one page.

It's hard not to recognize an employee that exudes the amount of pure hospitality in our Beverage Department as David Martinez does. Time and time again, the scene unfolds. A manager gets a call to the floor to speak to a guest. Upon reaching the guest, you may hear one of three things pertaining to David:

1. "That server needs a raise!"
2. "I'm so glad he is our server."
3. "You're all so fortunate to have him with your company."

We couldn't agree more with our guests, and it is because of persistence in excellent guest service that David is recognized every time.

Let's not also forget the fact that he receives complimentary emails and handwritten letters praising his skills which bring smiles to all of our guests. For example, one read:

"I'd like to commend your casino floor waiter, David, for his outstanding charismatic approach to all the guests/players he serves. Whenever we are fortunate to have him as our server, he is attentive to our needs and acknowledges all of the guests (as I have witnessed) as if they are important to him. Thank you, David. Your smile and personality are contagious, and you are an exceptional asset to your establishment."

To be honest, this is just one of many compliments David receives. Though we call them Thank You notes from guests, we really consider them fan mail for David! No matter, we are thankful for guests that David impacted enough to go home and take time out of their day to tell us about their great stay with us. David Martinez is one of the reasons we, as hospitality professionals, love what we do!

There is no need for your committee to send in fan mail for David – just unanimously vote him Best Cocktail Server for this year's AC Host Awards! Thank you!

2019 Nomination Form

NO ATTACHMENTS WILL BE ACCEPTED

Candidate: Susan Souder

Job Title: Cocktail Server

Host Award Category: Best Cocktail Server

Years of Service: 25

Supervisor: Courtney Gilstrop

Company: Bally's Atlantic City

Address: 1900 Boardwalk, Atlantic City, NJ

Phone: 609-340-2490

E-mail: cgilstrop@caesars.com

Provide a specific example, or story, or incident on how this employee stands out and is not only a good employee but a great employee.

Please submit a typed nomination, maximum of one page.

As you walk through the Park Place Casino at Bally's and the sounds of the slot machines and drinks being dispensed fill your ears, there is always a smiling face that will greet you if you are playing slots in the morning; that beaming face is Susan Souder. When it comes to customer service, we have been lucky here at Bally's Atlantic City Casino to employ Sue because she cares about our guests so much. For example, a Diamond guest was playing the slots with her family, including her husband and disabled Mother. They had many request and Sue accommodated all of them without thinking twice. The guest wrote a very long letter to the beverage department to rant and rave about how spectacular her service was and how tentative Sue was to her disabled Mother. She stated she has never had a server accommodate her Mother as well as Sue did in the 20 years that their family has been coming to Atlantic City. She stated it was the small things Sue had done, like checking on her consistently and making sure her drink was in her reach of her wheel chair bounded Mother. I thanked Sue for her service but as usual she stated, "It's just a part of my job." Sue truly believes this to be true and she is much appreciated by all for her humble acts of kindness.

Sue's first priority is always service as soon as she walks in the building. One Saturday night the casino floor was very busy, occupancy was higher than usual, and we were about to drop chart size due to call outs. Sue knowing service would be affected volunteered to stay, before she was even asked, for as long as we needed her to protect service for our guest. Another example of her kind acts and customer service was on a busy Friday night, one of Sue's co-workers was not having a great night professionally or personally. Sue saw where her cohort was lacking on the floor and immediately called the supervisor to give some suggestions to help out her falling comrade. Upon entering the bar, Sue had already zoned in to ensure service would not suffer and stayed two hours after her shift had ended to mollify her co-worker and make sure she was safe getting home.

Sue has encountered some hardships in her life but she always has a positive outlook and states "She has gone through ups and down so she can teach others how to stay up." This is not just her way of life at the workplace but also in her daily personal life and she encourages all to live that way as well. We are very fortunate to have Sue as an employee and I hope she can be celebrated as the best cocktail server at the 2019 Host awards. Thank you.

2019 Nomination Form

NO ATTACHMENTS WILL BE ACCEPTED

Candidate: Mary "Tammy" Clark

Job Title: Cocktail Server

Host Award Category: Best Cocktail Server

Years of Service: 27

Supervisor: Courtney Gilstrop

Company: Caesars Atlantic City Casino

Address: 2100 Pacific Ave, Atlantic City NJ

Phone: 609-340-2490

E-mail: CGilstrop@caesars.com

Provide a specific example, or story, or incident on how this employee stands out and is not only a good employee but a great employee.

Please submit a typed nomination, maximum of one page.

In life, it is hard to find someone who genuinely cares about others. We are very fortunate at Caesars Atlantic City Casino as we have Mary "Tammy" Clark. She looks out for the wellbeing of all her guest, peers and management alike. Last Christmas Eve, there was a first-year supervisor running shift and he was having a challenging time staffing the floor. The call outs were pouring in left and right as well as disgruntled employees who wanted the day off but had to report in to work. In the midst of all that Tammy, who fortunately had the day off to spend time with her family, called in during her Christmas festivities to check up on the shift manager and made sure he was doing all right. She got him back on track and explained how to finesse the rest of the shift so it ran smoothly.

Tammy has a wealth of knowledge regarding the union contract, property and department policies and procedures. We are so lucky to have her as a liaison between the management and line-level employees, she does this simply because she enjoys helping others. She has never requested any acknowledgement nor does she prefer it. She just wants what's best for the company and ultimately to make the beverage department better.

Tammy cares about the guest just as much as she does her peers and management. She has received dozens of letters and comments from guest for her nurturing characteristics on the casino floor. She always is making sure they are good and not imbibing too much, but also making sure they are having an enjoyable time. A few months back, a customer wrote in to express how much they appreciated Tammy for watching over him and his wife. His wife was enjoying her wine and spirits a little too much, but Tammy made sure that they were getting plenty of water, coffee and juice so they could have safe time. Tammy is a very valuable asset to our beverage team and I hope she can be honored as best cocktail server for the 2019 host awards.