

# Atlantic City Host Awards 2019 Nomination Form

Candidate: Destiny Roberts  
Job Title: Spa Attendant  
Host Award Category: Spa Personnel  
Years of Service: 1 year  
Company: Borgata Hotel Casino & Spa  
Supervisor: Kate Middlesworth

Destiny joined our spa team as a seasonal Spa Attendant in the summer of 2018. She quickly demonstrated excellence in her job and leadership skills as well. When we had a full-time opportunity available, it was due to Destiny's stellar performance that we felt confident offering her a full-time permanent position with us. She truly cares about our customers and ensuring that their spa experience is relaxing and enjoyable.

Destiny shared her desire to grow and learn with Borgata by applying for a management position. Although fairly new to our company, her commitment to creating and providing excellent customer service is seen on a daily basis. Because of this, she is currently being trained to become a dual-rate Spa Shift Manager. In this capacity, she will split her schedule between working as a Spa Attendant and working as a Spa Shift Manager.

On a personal level, Destiny is the first in her family to attend college and manages her time extremely well balancing work and school. Our guests are happy to see her smiling face greet them and provide excellent service. I specifically want to point out Destiny's professionalism and ability to maintain composure during the busy and stressful hours of work. Destiny's positivity is refreshing and contagious making Destiny an asset to the spa team.

# Atlantic City Host Awards 2019 Nomination Form

Candidate: Andrew German  
Job Title: Spa Attendant  
Host Award Category: Best Spa Personnel  
Years of Service: 10.5 years  
Company: Borgata Hotel Casino & Spa  
Supervisor: Kate Middlesworth

Andrew German is one of our veteran spa attendants and he has been consistent for over 10 years. I want to recognize Andrew for his hard work and dedication to our spa. Andrew is always on time and I know I can count on him to be here and do his job thoroughly. Andrew is very meticulous in his work always making sure the men's spa is clean and orderly. Our guests appreciate his attention to detail and his willingness to provide for them. Andrew is very helpful with covering shifts and breaks when we need him to. He takes great pride in training new Team Members to ensure that they create the same experience for our guests. Andrew's strength lies in his unwavering commitment to providing our guests with a wonderful experience in our spas.

One example was on a stormy day. Andrew braved the winds and rain to clear our outside deck of furniture. It was unexpected and we were caught with trying to secure the items. He jumped right in and handled it like a pro.

Andrew is considered "exceptional" because he not only is attentive to our guests needs, but he also anticipates and prepares the area so that guests do not have to look for or ask for anything. He also is very comfortable bringing issues to the attention of management, again, to ensure that our guests have the wonderful experience that they expect.

I feel Andrew deserves this recognition for a consistent job well done and for his dedication for over a decade.

# **Atlantic City Host Awards**

## **2019 Nomination Form**

**Candidate:** Jahmil Bailey

**Job Title:** Pool Attendant Lifeguard

**Host Award Category:** Best Spa Personnel

**Years of Service:** 2

**Property:** Ocean Resort Casino

We select Jahmil Bailey as our nominee for the best spa personnel for the 2019 Host awards. Jahmil is an outstanding pool attendant. He performs all his duties and assignments to the best of his ability and has never been tardy. Jahmil consistently takes initiative to complete work assignments without instruction. He has been a lifeguard for over 9 years and is equipped with CPR as well as first aid certifications; to recall an incident that was witnessed by management, Jahmil stopped a drunken guest from falling and hitting his head on the outside pool deck. A cocktail waitress later revealed the guest was drinking heavily and had become disoriented. The man got out the pool and stumbled towards the edge of the pool deck. Jahmil, a solid young man in build, was able to assist the guest without a great deal of force, thus preventing the gentleman from falling face first into the railing and concrete. Thankfully, the only injuries the guest obtained were a few scrapes on his left elbow and knee. Security was called and safely escorted the man to the hotel elevator. Surrounding guests and cocktail servers witnessed the incident and commended Jahmil on his good deed.

Outside of work, Jahmil can be found giving back to his community as a leader and coach with "Future Legends Football Academy", a training camp that prepares young athletes of varying ages with the skills needed to excel in sports and collegiate athletics. Jahmil pushes himself to the highest standard of excellence. He is also working on becoming a yoga instructor at Grace and Glory yoga leadership center. Whether it is at work or outside of work, Jahmil demonstrates the characteristics of a well-rounded individual and we believe that he deserves to be recognized for his selfless efforts.

# **2019 Nomination Form**

## **NO ATTACHMENTS WILL BE ACCEPTED**

**Candidate: Dacy Bernal**

**Job Title: Pool Attendant**

**Host Award Category: #27 – Best Spa Personnel**

**Years of Service: 10 months**

**Supervisor: Pamela Staszczak**

**Company: Harrah's Resort Atlantic City**

**Address: 777 Harrah's Boulevard, Atlantic City, NJ**

**Phone: 609-441-5448**

**E-mail: pstaszczak@cesars.com**

Dacy's personality helps to create a warm and inviting experience for our guests, making them feel as if they are being welcomed home! She demonstrates her loyalty by remembering something about them that she can speak to them about during their next visit. Our guests love to be remembered and this assists in increasing their loyalty to our brand.

One morning Dacy noticed a guest whom she recognized walking into the Pool area. Before the guest reached our check-in counter, Dacy greeted her – "Good Morning Barbara. It's good to see you again!" The guest was in shock that Dacy remembered her. Dacy said "Of course I remember you. Let me walk you to your chair." As they were walking toward the chair, Dacy explained that her "regular" chair had already been reserved for that day, but that they might not arrive until later in the afternoon so if she would like she could use it until the other guest checked in. Barbara was very understanding and thanked Dacy. Dacy said she would leave the reserve sign on the chair, knowing that the guest always heads to breakfast after she checks into the Pool. While Barbara was at breakfast, the other guests checked in for their chairs. Dacy took it upon herself to go to Barbara at Coastal Craft to let her know that she was going to move her down to a different lounge chair. When the guest returned from breakfast, she told the whole story to Dacy's supervisor and commenting how appreciative she was for the service that Dacy provided her.

Dacy provides this level of service daily, ensuring that the guest wants to come back again and again.

# 2019 Nomination Form

## NO ATTACHMENTS WILL BE ACCEPTED

**Candidate:** Kaylin Soto

**Job Title:** Spa Desk Attendant

**Host Award Category:** Spa

**Years of Service :** SIX MONTHS

**Supervisor :** Carol A. Ruffu Spa Manager

**Company:** Tropicana AC

**Address:** 2831 Boardwalk, Atlantic City, NJ 08401

**Phone** 6096-340-4363

**E-mail** cruffu@tropicana.net

**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.**

Kaylin Soto began working in the Spa prior to opening helping to unpack and store opening orders. Having no Spa experience she worked quickly and efficiently and needed little or no supervision. When the Spa opened on November 1, 2019 Kaylin was also eager to be trained on the desk and very quickly picked up the cashiering skills, as she had prior experience in her former job at a high end market ( Casel's, Margate) as cashier. She then quickly picked up the Spa booking protocols. She is proficient in greeting customers at the desk, showing them around the Spa and getting them set up and ready for their treatment appointments in a timely manor that keeps the therapists on time for all appointments. She is a strong team member when working in the spa area with customers, therapists and fellow Spa Attendants. She takes the lead and the other Spa attendants look to her for guidance and problem solving if it should arise. Kaylin is destined to move up to greater responsibilities within the Tropicana AC Company.

**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:** Quashawn Hemphill

**Job Title:** Spa Attendant

**Host Award Category:**

**Years of Service:** 2 years

**Supervisor:** Laurie Vasquez

**Company:** Caesars Entertainment (Qua Spa)

**Address:** 2100 Pacific Avenue, Atlantic City, NJ

**Phone:** 609-343-2631

**E-mail:** lvasquez1@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.**

Our spa team has had the pleasure of working side by side with Quashawn Hemphill for two years. He is the most delightful young man to be around. He is Always polite, respectful, and courteous to everyone he encounters.

Quashawn or "Q", as we affectionately call him, has a contagious smile. His smile is warm and friendly and he shares it with everyone he meets, guests and co-workers alike.

Quashawn stands out because of his strong work ethics, his commitment to his job, and his compassion for others. Not only does he fulfill his commitment to his own duties, he is always willing to complete any task that is asked of him. Every day heavy bins of linen need to be transferred back and forth between floors and spa areas. Quashawn always takes the initiative to complete this task and never waits to be directed-he knows what has to be done and he does it. Often times we need spa/pool coverage at our sister property, Bally's. Quashawn will go to Bally's and complete the daily responsibilities of that area too, without hesitation. A few months ago we had a new spa attendant at Bally's who was just learning the ropes. I had asked "Q" to go to Bally's Spa and help the new attendant, to make sure he understood his spa duties, and support him in any way. A few days later while I was working at Bally's, Quashawn arrived after he had finished his shift at Caesars. I asked him what he was doing there and he said, "I just came to check on the new guy, and see if he needed any help"! Could I ask for any more than that from an employee? Quashawn had save up enough money (by working 2 jobs) to buy his first car. He was so happy, but unfortunately, within weeks, on a storm day, he had a car accident and totaled his car. He is so dedicated to his job that he still showed up to work the same day. We tried to send him home but he reassured us he was ok, just upset about his car. His positive outlook and eagerness to help his co-workers has indeed boosted our team's morale!

Our admiration for "Q" is that he refuses to do just the minimum-He treats Qua Spa like he owns it and he makes all of our guests, from first timers to Seven Star guests, feel comfortable and welcome. They even ask for him often.

Quashawn is a GREAT Employee! I hope one day to meet his mother because I would like to shake her hand for raising an Awesome Young Man!

Thank you for considering Quashawn Hemphill