

Terms of Reference

Calgary White Hat Awards Committee

Purpose

- To act as an ambassador for the Calgary White Hat Awards (CWHA) program by promoting the program within your own organization, within your personal and business networks, and within the Calgary tourism and hospitality community.
- To provide inspiration, input, and objective feedback in the areas of event theming, event logistics, show entertainment, nominee interviews, and winner selection to the event organizers.
- To assist with any/all necessary elements in the organization and execution of CWHA interviews and finalist/winner selection in 20 standard categories + 2 honorary categories.
- To participate as a volunteer on the day of the Awards in any one of the required areas as deemed necessary by the Event Organizers (co-chairs).

Event Organizers

1. Shelley Zucht-Shorter, Tourism Calgary, VP In-destination and Event Services
2. Cindy Good, Tourism Calgary, Manager Events

Number of Meetings - 2

- Committee will meet a minimum of 2x annually:
 - January (of event year) (general)
 - May/June (post-show)

Mandatory event functions - 4

- Feb/March (interviews – minimum of two full days out of six)
- April (/finalist/winner selection – one full day)
- May (day of event)

Tourism Calgary Support and Resources

- Event Organizer(s) will co-chair the committee
- Event Organizer(s) will be responsible for all funding, budgeting, and vendor negotiations.

Committee Member Profile

- Committee members should have a minimum of 3 years related industry experience, plus competencies, skills and expertise relevant to tourism, hospitality and customer service and be familiar with the overall objectives of the CWHA program.

Term of Office

- Membership is by invitation from the Event Organizer(s) or committee member(s) for a term of 3 years. This term may be renewed at the mutual approval of the member and the Event Organizer(s) for an additional term.

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- Committee will not exceed 9 members
- Committee will consist of three individual sub-committees.
 - Strategic committee – will be responsible for working directly with event organizer(s) to assist and enhance the overall event theme and/or event direction for a given year.
 - Interview & selection committee – will be responsible for assisting in the recruitment of potential volunteer interviewers (if necessary); execution of on-site interviews (a minimum commitment of three (3) days out of six (6). Will be required to participate in the finalist/winner selection process (one (1) full day)
 - 'Day of' committee – will be responsible for volunteering on-site at the venue all or a portion of 'event day of'. Roles to be determined by Event Organizer(s).
- Committee members may participate on one, two or all three sub-committees based on specific requirements and their own schedules.
- The VP In-destination and Event Services (Co-chair) will consider every recommendation put forth by the committee. Consensus recommendations will normally be accepted and implemented. In the exceptional event that they are not, the VP In-destination and Event Services will explain rationale.

Substitution

- Invitation to sit on the CWHA committee is non-transferable.

Attendance

- Committee members who cannot fulfill the minimum requirement for each committee section may be requested to resign.
- Committee members who do not attend the CWHA event (held mid-May each year) may be requested to resign.

Guiding Principles

- The CWHA program is designed specifically for the tourism and hospitality industry, recognizing excellence in customer service; however, some categories are open to non-tourism employees.
- All 20 standard category finalists & winners are selected based on interview scores and answers to questions. All selections are highly confidential.
- All honorary category winners are selected by a special selection committee based on the nominee's category submission. All selections are highly confidential.
- **Any breach** of confidentiality will result in immediate dismissal of committee member.

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- Committee members are not personally eligible for nomination in any of the standard or honorary categories during their term, however their organization or colleagues may be eligible.
- Committee members cannot participate in voting for, or impart additional information (not included in the interview file) regarding nominees that they know to them; either through work, volunteer or personal acquaintance.

Role of Participants

- Committee members are welcome to join one or both honorary selection committees.
- Committee members may be called upon to assist in encouraging or promoting more nominations in any one of the 26 categories.
- Committee members must commit to a minimum of 2 interview shifts (shifts are 4 hours in length and occur in the month(s) of February and/or March – dates TBC)
- Committee members will be assigned specific tasks during interviews and the Gala by the event organizer(s)
- Committee members should respect the time and energy that others are giving. We will each work to make this a group that everyone can enjoy being part of, and can talk about with pride.

Calgary White Hat Awards Committee application

There are so many passionate Calgarians interested in helping us find the next Calgary White Hat Award winners. If you're one of them, we would love to hear more about you! If you are interested in joining our committee, take a moment and tell us something about yourself.

Due to high interest, there is no guarantee that openings are available at this time.

Prospective new committee members may be contacted for one-on-one interviews between September and December 2017.

We thank you in advance for your interest in the Calgary White Hat Awards committee.

Please answer the following questions and email the completed application to: cindyq@tourismcalgary.com.

Are you familiar with the Calgary White Hat Awards program?

Have you ever been nominated or won a white hat award?

Have you ever nominated anyone for a white hat award?

Have you ever participated as a volunteer interviewer or day of volunteer for the Calgary White Hat Awards?

Have you ever attended the Calgary White Hat Award Gala?

In a few sentences, tell us why you are interested in volunteering for the CWHA committee:

Do you have any suggestions or ideas that you think would enhance the CWHA program?

Please explain: