



COLORADO
HOTEL AND LODGING
ASSOCIATION

2009 COLORADO HOTEL & LODGING ASSOCIATION OUTSTANDING EMPLOYEE AWARDS

Nomination Form for Supervisory and Non-Supervisory Categories

Nominations must be submitted using this form. Recommendations and testimonials may be stapled to this form.

Step 1. Nominee Information

Name: Janet Wildgen

Title: Regional Director of Reservations

Property: Vail Cascade Resort & Spa

Address: 1300 Westhaven Drive Vail, CO 81657

Number of Rooms: 292 hotel rooms & 80 private homes and condominiums

Phone: (970) 476-7111

Fax: 970-479-7023

Has this employee been nominated for this award previously? 1997 Yes ___ No

Length of service at your property: January 10, 1996 13 years In the industry: 6/29/1979 30 years

Step 2. Your Information

Submitted by: Carol Deckard

Title: Director of Human Resources

E-Mail: cdeckard@destinationhotels.com Phone: (970) 479-7011

** Owner/GM Signature (required):

[Handwritten Signature]
[Date]

Step 3. Choose Their Category: (Please nominate only one person per category)

SUPERVISORY

Dept. Managers responsible for budget, management and direction.

- Front of the House Operations:** Front office, reservations, guest services, bell person, concierge, transportation, night manager.
- Back of the House Operations:** Security, IT, maintenance, PBX, facilities, grounds.
- Housekeeping/Laundry:** Executive housekeeper, assistants, seamstress, laundry manager.
- Culinary:** Executive chefs, sous chefs, kitchen managers.
- Food Service:** Managers of restaurants, conferences, banquets, room services, special events, catering.
- Sales & Marketing:** DOS, revenue managers, groups, fractional home sales, real estate.
- Spas and Recreation:** Directors, managers, supervisors of spa and recreational programs.
- Administration:** Human resources, accounting/finance, purchasing.
- Lifetime Achievement:** Long tenure and contribution as a supervisor at your property.
- Other**
- Bed & Breakfast**

NON-SUPERVISORY

Typically hourly employees with no supervisory responsibilities.

- Front of the House Operations:** Front office, reservations, guest services, bell person, concierge, transportation.
- Back of the House Operations:** Security, IT, maintenance PBX, facilities, grounds.
- Housekeeping/Laundry:** Unit cleaners janitorial, linen stocker, laundry attendant.
- Culinary:** Prep cook, dishwasher, line cook.
- Food Service:** Waiter, server, bartender, set up, host.
- Sales & Marketing:** Sales persons, assistant.
- Spas and Recreation:** Masseuse, caddy, recreation assistant, teacher, instructor.
- Administration:** Secretaries, administrative assts, payroll.
- Lifetime Achievement:** Long tenure and contribution as a employee at your property.
- Other**
- Bed & Breakfast**

Step 4. Answer the Following Questions (may be typed on a separate piece of paper if need be).

Please describe why you think this person should be awarded with the outstanding employee of the year award. List examples of professionalism, special service, outstanding leadership qualities, performance of a heroic deed or consistently adding to the general well being of guests and fellow employees.

Janet Wildgen is an extraordinary leader and an outstanding performer who truly deserves to be recognized as the Reservation's Manager of the Year.

Janet is the epitome of the Guiding Principles of the Vail Cascade. On a daily basis she exhibits the Guiding Principles by holding herself, her team, and all employees accountable for the established culture. Her ability to encourage trust and empathy for all situations in an environment that promotes open and candid communication. Through her calm and objective manner, she creates a comfortable avenue for solution oriented discussion. Janet prides herself on the success of her associates, supporting self development and a continuous learning environment. She is a catalyst for success.

Mr. E, Lou Martinelli and Shirley Beshany are among many guests that come back year after year to see people like Janet. Her ability to personalize a guest's experience and build binding relationships is evident in her trips to Eagle County Airport as a private chauffeur for some long time guests. These guests have all experienced Janet's passion for providing the personalized experience that defines "customer service." Guests are drawn to Janet's sincere efforts to not only make their visit memorable, but to know them. This is why they seek her out upon their arrival, taking time out of their vacation to find her office in the hopes that they will get to talk with her further. The connection that she makes is evident in the photos they bring of their families, requests for her to come and visit their home while she's vacationing in their state, letters, presents, recommendations and return visits, year after year. These connections are evident every Christmas season when Janet's office is filled with numerous cards and presents from people she's touched over the years.

One great example of a personal connection Janet made was a few years ago when a past guest contacted her about a friend who was terminally ill. Janet worked with the guests to set up a memorable weekend for the patient and six of her close friends. The woman passed away shortly after the group visited the Vail Cascade. The group expressed their profound appreciation to Janet for all she had done to make their friend's final "girls getaway" a memorable send off.

Janet's knowledge of the property is unsurpassed! Before Destination Hotels & Resorts managed the Vail Cascade, it was a Westin property. Janet worked for the hotel when it was a Westin and remembers the day when they used pen and paper to check-in guests – a far cry from the computer systems that automate the process today. Her tenure with the property and knowledge of its workings inside and out make her an incredibly valuable associate.

Janet's leadership extends beyond her own department. She actively participates in planning and implementing our All Associate Meetings. She will invent effective skits and act them out to drive our guiding and service principles. Janet has a passion for excellence and did not hesitate to volunteer to co-facilitate the Guest Service Training Class required by all associates.

Janet's loyalty and dedication has led her team to be the best in years in both morale and productivity! She is a model for all managers throughout Destination Hotels & Resorts.

List any and all awards or recognition this employee has received in the past three years (that you're aware of):

Janet was promoted on February 27, 2008 to Regional Director of Reservations and has taken on additional responsibility of assisting other Destination Hotels & Resorts properties. She spends countless hours compiling all property reservations statistics including call volume, conversion, and test call scores. She assists properties to ensure systems are set up and that they are operating according to corporate standards. Janet is a leader and a trusted role model for all of the reservations managers within DH&R. She is contacted daily and takes time to assist with all needs including but not limited to: mentoring managers to coach their respective teams, creating customized procedures and tracking methods for properties that have unique needs, advising managers of effective best practices to increase revenue and strengthen community and development. She welcomes and recognizes positive ideas and contributions from managers by sharing their ideas on our monthly leadership calls and posting their ideas on Mydestination.com, our company wide communication network. She also uses this website to share accomplishments in the managers' personal lives such as engagements and newborn babies; this gives the management team a sense that they are a community as well. One of Janet's greatest gifts is bringing the sense of community to all levels of her leadership which once again, highlights her ability to create a supportive and successful environment.

Janet supports and assists Greg Staley, VP of Sales and Marketing, with facilitating the monthly Leadership Calls and organizing the Reservations portion of our yearly, company-wide, Revenue/Reservations Management University. She is versatile in her ability to provide what you need, when you need it and never says no.

Janet received the Diamond Performer award for 3rd quarter 1995 and 1st Quarter 2006. Janet also received CHLA Reservation Manager of the Year in 1997.

***Feel free to attach letters of commendation, newspaper clippings and other support material.
Please limit attachments to no more than five pages.***