

F DFA Gold Standards Program 2019

Outstanding Duty Free Employee Award

The Outstanding Duty Free Employee of the Year Award will be presented to the employee whose professionalism, dedication, attitude, and quality of service best exemplify excellence in the industry. Nominations may be submitted by any duty free operator member.

Voted by the FDFA Judging Committee: duty free media and award sponsors

The judging criteria are:

- 1. Attitude and dedication (20%)*
- 2. Leadership, cooperation and teamwork (20%)*
- 3. Maintains exemplary work standards (20%)*
- 4. Commitment to customer satisfaction (20%)*
- 5. Goes above and beyond to improve the store (20%)*

Each store may nominate one person who has worked at the store for a minimum of 1 year. The winner will be invited to Toronto, Ontario to receive their award and \$500, presented at the Imperial Gala November 13th during the FDFA's Annual Convention.

Nomination Process

Submit a written summary with examples of how this employee meets the five criteria points listed above. Include the employee's name, position and photo.

Note: the employee's name and photo may be used when announcing the finalists through duty free media and social media. Please advise if the employee would prefer we not use their last name and/or photo.

The submission should be sent to the FDFA office no later than **September 20, 2019**