

Member Showcase: See how San Antonio and Tampa Bay make it happen!

Visit San Antonio's CSM of the Year Award



SAN ANTONIO

We typically associate the "Service Manager of the Year" award with Celebrate Services Week.

- Promote the nomination of a service manager through on-line invitation to the GM, DOS, Sales Managers, Event Managers, CSMs of facilities and hotels from our President & CEO.
- Nomination included – (see attached forms)
 - # of years in current position
 - Professional Certification(s)
 - Professional Award(s)
 - Volunteer Organization(s)
 - Narrative – "Why I am nominating (nominee name)"
 - Optional – Testimonials from clients
- Judged by local Destination Management Company (s); ESPA Member; Local Meeting Professional; Meeting Professional who has held a meeting in San Antonio. All nominations were blind, that is, the judges did not see the name of the nominee. We had to redact some information so they nominee could not be identified.

In the past, we sent a "Save the Date" along with an invitation to nominate someone for the Service Manager of the Year. The winner would receive a complimentary registration to the ESPA Annual Convention including airfare and accommodations. I know it's very generous, but with the support of our President, it was approved in our budget.

Tampa Bay's CSM of the Year Awards



Tampa Convention Center and Visit Tampa Bay are partners in producing this celebration during ESPA National Celebrate Services Week. Visit Tampa Bay designs and produces the collateral for the event including invites, confirmations, nomination forms and awards and they do a wonderful job in promoting the event. Visit Tampa Bay sends that out to all of the venues and coordinates the RSVPs.

Each venue will nominate their own winner and submit the form to Visit Tampa Bay. Visit Tampa Bay orders, pays for the awards and personalizes them with the recipient's name engraved. The event is hosted each year by the Tampa Convention Center and their partners with a theater set, sound system, open bar and hors d'oeuvres all with a beautiful view of Tampa Bay. The winner is introduced by their superior along with a brief summary of why they won the award. Photos are taken of the winner and we do a group shot at the end of the ceremony.

After the ceremony, we have a relaxing time with F&B and a chance to meet other CSMs in the area.

It is working out very well with keeping it consistent because our numbers have grown each year. I noticed last year many of the venues brought their executives which has added to the prestige of the event.

We had a few venues submitting winners that were front line personnel and support staff rather than CSMs so the wording has been updated on the nomination form to hopefully eliminate that confusion.