

**Name of Nominee**

Luis [REDACTED]

**Job Title of Nominee**

Chief Engineer

**Company**

[REDACTED]

**Years of Service at Company**

2 yrs

**Years of Service in Industry**

17 yrs

**Award Category**

Guest Service: Maintenance/Engineer

**Tell us a story about an exact instance when your nominee has exemplified a commitment to providing outstanding customer service:**

Luis is passionate about his job. He is so committed to team and supporting achieving our hotel's goals. Luis helps us translate to our Hispanic population and enjoys leading "Wednesday with Luis" during our daily stand-up. Luis inherited a hotel that needed a lot of tender loving care and has championed this tremendous task through setting preventive maintenance in place. Luis not only handles his daily normal items that come up in a hotel but is seen everywhere from assisting the GM with major projects like adding three huge AAON units on the roof, helping banquets set-up a room, taking the time to teach something he knows to a co-worker. What there is smoke in the ballroom at 2:00AM? Luis is there meeting the fire department and then gets things back in order just in time for the ballroom to be occupied later that same evening. Luis has set our hotel mantra with "We don't have problems; we only have solutions." It has set the tone for how we approach our tasks each day....we will figure it out to get it done. Sometimes you might catch Luis dancing or making someone laugh. Our progress as a hotel is directly tied to his presence as part of our team. Luis has improved his guest satisfaction score by 4.1 over the prior year with [REDACTED] ranking by 86. Luis thinks of his work and home families looking out for them and helping all.