

THE Q-YOU AWARDS 2026 NOMINATION GUIDANCE

The Q-You Awards is a celebration of the incredible people in our organisation that make a difference every day. Your nomination helps us shine a spotlight on those who go above and beyond, inspire others, and truly embody our values.

TIPS FOR WRITING A GREAT NOMINATION

Start with the Who and Why?

- Who are you nominating? What role do they play?
- Why are they deserving of recognition this year?

Set the Scene

- Give context: the environment, challenges, or projects they've worked on.
- Try to hook the reader immediately; write an attention grabbing summary that immediately draws them in.

Describe Extraordinary Qualities

- What makes them stand out? Dedication, creativity, resilience, leadership?
- Include examples of their behaviours, not just outcomes.

Tell a Story

- Make your nomination engaging. Narrate events or achievements in a compelling way.
- Aim for a short story, not a novel. Write with clarity and impact.

Show the Impact

- Use tangible metrics (KPI Improvements, audit scores, guest feedback).
- Include recognition from colleagues, managers or guests.
- Demonstrate how their actions benefit the team, department or business.

Connect to Our Values

- Show how your nominee embodies our core values in their actions and decisions.
- Highlight behaviours that reflect these principles and demonstrate why they matter to our culture and success.

BRINGING THEIR STORY TO LIFE

The judges may not be familiar with your team's daily challenges or achievements so make sure your nomination brings these contributions to life. It's more than recognition, it's a story, so use it to:



Show how someone has gone above and beyond.



Illustrate the measurable impact of their actions.



Highlight their personality, behaviours and unique qualities.



Showcase the impact you've witnessed firsthand.

REMEMBER...

ANSWER EVERY QUESTION

Each question on the form is there for a reason. Skipping or giving vague answers weakens your nomination.

USE REAL EXAMPLES

Bring your nominee's achievements to life with specific examples of what they did and the impact it had.

SPEAK FROM THE HEART

Authenticity matters. Share why this person inspires you and why their contribution stands out.

THE Q-YOU AWARDS 2026

NOMINATION GUIDANCE: APPRENTICE OF THE YEAR

This award recognises the rising stars of The QHotels Collection apprenticeship programme, highlighting the drive and ambition of early-career professionals who are shaping the future of hospitality.



WHO SHOULD I NOMINATE?

Nominate an apprentice who has gone above and beyond during their journey with us; someone who stands out for their dedication, enthusiasm, and growth mindset.

We're looking for individuals who demonstrate exceptional curiosity, commitment, and initiative; those who ask insightful questions, embrace challenges, and make a positive impact on their team and the business.

WRITING PROMPTS

- How has this apprentice developed over the year?
- What challenges have they overcome, and how?
- How have they positively impacted the team or business?
- Any recognition from colleagues, mentors or guests?
- What specific skills or behaviours make them exceptional?



EXAMPLE NOMINATION

"Alex joined our hotel six months ago as an apprentice and has exceeded every expectation. His passion for learning and commitment to excellence have elevated the quality of dishes, and strengthened the team's confidence during high-pressure services. Alex consistently volunteers for challenging tasks and Colleagues regularly comment on Alex's dedication, positivity, and willingness to learn. His growth and impact make him a perfect candidate for Apprentice of the Year."



REMEMBER...

These tips are just a starting point to help you get inspired. Don't hesitate to include additional stories, examples, or evidence that highlight their impact and achievements. Think about moments where they went above and beyond, delivered exceptional results, or made a real difference to the team or organisation. Use whatever best illustrates why they truly deserve this award.



THE Q-YOU AWARDS 2026

NOMINATION GUIDANCE: TMOY - BEHIND THE SCENES

This award celebrates the dedication and excellence of those working behind the scenes at The QHotels Collection, whose tireless efforts ensure every detail is perfect for our guests.



WHO SHOULD I NOMINATE?

Nominate a team member who works behind the scenes—whether in Maintenance, Housekeeping, Kitchen, or as a Greenkeeper—whose dedication makes a big impact even without daily guest contact.

We're looking for individuals who consistently go above and beyond, ensuring everything runs smoothly and creating the foundation for memorable guest experiences.

WRITING PROMPTS

- How have they gone above and beyond their role?
- How have they improved efficiency or service quality?
- Any measurable impact on KPIs, audits or guest feedback?
- How do colleagues or managers recognise their contribution?



EXAMPLE NOMINATION

Jordan has been instrumental in elevating our housekeeping operations this year. Her proactiveness and meticulous attention to detail have set a new standard for room preparation. Always ready to support her colleagues, Jordan is widely praised for her reliability and positive attitude. Her dedication behind the scenes has strengthened team morale and made a lasting impact, making her a deserving candidate for Team Member of the Year – Behind the Scenes.



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THE Q-YOU AWARDS 2026

NOMINATION GUIDANCE: TMOY - FRONT OF HOUSE

This award honours the exceptional individuals who are the first point of contact for our guests at The QHotels Collection, delivering warm welcomes and creating meaningful connections.



WHO SHOULD I NOMINATE?

Nominate a team member who delivers exceptional guest experiences every day, those in Reception, Bar, Restaurant, or Meetings & Events. They are the face of our business, creating memorable moments through outstanding service and genuine care.

We're looking for individuals who consistently go above and beyond, anticipate guest needs, and turn every interaction into something special.

WRITING PROMPTS

- How have they gone above and beyond their role?
- How have they improved efficiency or service quality?
- Any measurable impact on KPIs, audits or guest feedback?
- How do colleagues or managers recognise their contribution?



EXAMPLE NOMINATION

"Sophie consistently delivers outstanding guest service, creating memorable experiences every day. She resolved a complex booking issue with tact and professionalism, earning high praise from both the guest and her team. Guest reviews frequently highlight Sophie's friendliness and efficiency. Her dedication, expertise, and positive attitude make her a standout nominee for the Team Member of the Year - Front of House award."

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THE Q-YOU AWARDS 2026

NOMINATION GUIDANCE: TMOY - CENTRAL SUPPORT

This award honours the exceptional individuals within our Central Support teams, whose expertise and commitment keep our operations running seamlessly so we can deliver exceptional guest experiences.



WHO SHOULD I NOMINATE?

Nominate a team member from our Central Support teams who consistently makes a real difference. They're the go-to person for advice and support, always responsive, insightful, and committed to helping the business succeed. These nominees work closely with you and your team providing solutions that have a visible and significant impact.

WRITING PROMPTS

- How has this person supported hotel operations or departments?
- What measurable outcomes can you attribute to their support?
- How did their assistance improve performance or solve challenges?
- How do colleagues or managers recognise their support and expertise?
- Any examples of problem-solving or innovation?



EXAMPLE NOMINATION

'Taylor's support has been invaluable to our hotel team this year. His timely guidance on operational challenges has saved both time and resources, increasing team efficiency. Peers and managers frequently seek Taylor's advice for complex issues, and their proactive approach consistently leads to measurable improvements. Taylor's expertise and support make her an essential part of our success.'

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THE Q-YOU AWARDS 2026

NOMINATION GUIDANCE: TMOY - EVENT SALES & FINANCE

This award honours the exceptional individuals within our Event Sales and Finance teams, whose dedication and expertise drive revenue and support the success of our hotels.



WHO SHOULD I NOMINATE?

Nominate a team member who works tirelessly to drive revenue and connect departments, whether its creating flawless meetings, banquets, and events or shaping strategies that strengthen the bottom line.

We're looking for individuals who consistently go above and beyond, providing detail, direction, and follow-up to make success happen. Their efforts have a visible, lasting impact on our hotels.

WRITING PROMPTS

- How have they contributed to revenue growth or successful events?
- How do they build and maintain relationships across teams?
- How have this collaboration made a difference?
- Any measurable outcomes, KPIs or recognitions?



EXAMPLE NOMINATION

Riley has excelled in driving our events and sales this year, securing three major conferences that exceeded revenue targets by 20%. His attention to detail, collaboration with other departments, and dedication to customer satisfaction have been outstanding. Riley's professionalism and leadership in managing complex projects make them an ideal candidate for the Team Member of the Year – Event Sales & Finance award.

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THE Q-YOU AWARDS 2026

NOMINATION GUIDANCE: TMOY - GOLF, HEALTH CLUB & SPA

This award honours the exceptional individuals within our Golf, Health Club, and Spa teams, whose dedication and expertise create unforgettable experiences, ensuring every guest enjoys relaxation and recreation at its best.



WHO SHOULD I NOMINATE?

Nominate a team member who works tirelessly to deliver exceptional guest experiences, whether it's creating flawless golf days, spa treatments, or health club services that guests love.

We're looking for individuals who stand out for their dedication and passion for making every guest interaction special. These are the people who anticipate needs, embrace challenges, and create moments that leave a lasting impression.

WRITING PROMPTS

- How have they enhanced members or guest experiences?
- How have they exceeded expectations in service or problem-solving?
- Any measurable impact on KPIs, guest satisfaction, or internal recognition?
- Have they received positive reviews left by guests?



EXAMPLE NOMINATION

"Morgan has delivered exceptional experiences in the spa and golf areas this year. Guests regularly comment on her professionalism and friendly approach. Morgan's initiative in upselling spa products has led her to be the top seller at our hotel. Her enthusiasm, passion, and pride in her work makes her a strong candidate for the Team Member of the Year - Golf, Spa & Health Club award.

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THE Q-YOU AWARDS 2026

NOMINATION GUIDANCE: SUPERVISOR OF THE YEAR

This award honours emerging leaders who demonstrate strong team leadership, operational excellence, and a commitment to mentorship.



WHO SHOULD I NOMINATE?

Nominate a supervisor that turns direction into action, leads by example, and keeps their team motivated and supported throughout every shift.

Nominees in this category can come from any department. We're looking for individuals who show initiative and adaptability, those who model our values and build meaningful connections with both guests and colleagues

WRITING PROMPTS

- How do they support and motivate their team?
- How have they improved operational performance?
- Evidence of mentoring or developing team members?
- Have they received any form of recognition internally and externally?



EXAMPLE NOMINATION

"Jamie has demonstrated exceptional leadership this year. By mentoring junior staff and streamlining shift operations, he has improved team efficiency and morale. Jamie consistently role models company values and fosters meaningful connections with both guests and colleagues. His dedication and leadership makes him an ideal candidate."

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THE Q-YOU AWARDS 2026

NOMINATION GUIDANCE: MANAGER OF THE YEAR

This award honours outstanding managers who demonstrate exceptional leadership, operational excellence, and a commitment to developing their teams.



WHO SHOULD I NOMINATE?

Nominate a manager who demonstrates outstanding leadership and collaboration. They inspire their teams, and drive success through clear direction, strong relationships, and attention to detail.

Nominees in this category can come from any department. We're looking for individuals who show strong signs of great management, ensuring the success of their hotel or business. Their impact is felt in performance, results, and team engagement.

WRITING PROMPTS

- How do they motivate and inspire their team?
- Evidence of operational improvements, KPIs or team development.
- Have they received any form of recognition internally and externally?
- Examples of how they foster collaboration and build strong relationships.



EXAMPLE NOMINATION

Alexandra has led her department to achieve record-breaking guest satisfaction scores this year. She champions a collaborative culture, prioritises personal development, and consistently delivers results that exceed KPIs. Her leadership has driven measurable improvements and earned recognition across the business, making her an outstanding nominee for Manager of the Year.

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THE Q-YOU AWARDS 2026

NOMINATION GUIDANCE: OPERATIONS MANAGER OF THE YEAR

This award honours exceptional Operations Managers who excel in leading day-to-day hotel operations, ensuring seamless service delivery, and driving operational excellence.



WHO SHOULD I NOMINATE?

Nominate an Operations Manager who you trust completely; someone who makes you feel supported and confident that the hotel is in safe hands.

We're looking for individuals who turn plans into action, lead with authority, and keep operations running seamlessly. With them in your corner, the hotel thrives, and their potential as a future General Manager is clear.

WRITING PROMPTS

- How have they led teams to success?
- Evidence of operational efficiency, problem-solving or KPIs?
- Have they received any form of recognition from senior leadership or central support?
- What qualities and skills make them an effective leader (e.g., communication, adaptability, strategic thinking, ability to motivate others)



EXAMPLE NOMINATION

"Chris has shown exceptional leadership across all hotel operations. By motivating teams, streamlining processes, and collaborating effectively with central support, he has driven an 18% improvement in operational efficiency. His ability to problem-solve, maintain high standards, and foster a culture of accountability has earned recognition from senior leaders and peers alike, making him an outstanding candidate for Operations Manager of the Year."

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