



# 2016

## AUTO RENTAL NEWS PROFESSIONAL OF THE YEAR AWARD: VENDOR

THE PROFESSIONAL OF THE YEAR AWARD WILL HONOR AN EMPLOYEE FROM AN AUTO RENTAL VENDOR WHO DEMONSTRATES AND PROMOTES OUTSTANDING CUSTOMER SATISFACTION AND LEADERSHIP. IN CONJUNCTION WITH *AUTO RENTAL NEWS*, THE AWARD PROVIDES A FORUM FOR THE AUTO RENTAL INDUSTRY TO CELEBRATE ITS CHAMPIONS, ENHANCE INDUSTRY MORALE AND PUBLICIZE ITS GOOD WORKS.



### AWARD CATEGORIES

This year, we are instituting a Professional of the Year Award for vendors to the auto rental industry. This award serves as the companion to the Professional of the Year Award for operators. That award has been consolidated into one award issued to a corporate, franchise, or independent location.

### ELIGIBILITY

Associates from auto rental vendors worldwide are eligible for the awards. There is no limit to the number of applications per company.

### APPLICATION PROCESS

Award candidates may apply on their own behalf or have someone apply for them. To begin the application process, please visit [www.AutoRentalSummit.com/awards](http://www.AutoRentalSummit.com/awards). If you need assistance, email Amy Hercher, Senior Editor of *Auto Rental News*, at [Amy.Hercher@Bobit.com](mailto:Amy.Hercher@Bobit.com).

**Deadline for applications: Sept. 12, 2016.**

### JUDGING

A panel consisting of an *Auto Rental News* editor and five prominent industry members will judge the awards. Each entry will be graded on a scale of 0-10. The highest overall scorer will win the award.

### RECOGNITION/MEDIA

Winners will be recognized during the awards ceremony at the 2016 Auto Rental Summit, taking place October 24-25, 2016 at the B Resort & Spa in Lake Buena Vista, FL.

Winners will be featured in an article in *Auto Rental News* and online at [AutoRentalNews.com](http://AutoRentalNews.com). A press release will be sent to travel industry news outlets and the general media.



## PERFORMANCE EVALUATION CRITERIA - VENDOR

### CUSTOMER SERVICE

Does the nominee regularly go above and beyond the position's job description to serve the customer? Has the nominee developed or transformed internal processes and resources to meet customer expectations? Has the nominee given personal time or resources to serve customers? Does the nominee have a particularly noteworthy story or stories in which he/she served the customer?

### OPERATIONS MANAGEMENT

Does the nominee regularly perform his/her duties above and beyond the job description? Has the nominee instituted or refined a procedure or process that has increased efficiency, improved cost savings or resolved a problem?

### LEADERSHIP

How does the nominee demonstrate leadership at the company and in the car rental industry? Have other company associates or customers learned from this employee? Have other company associates increased production and efficiency under/alongside of this nominee?

### SALES

In what ways has the nominee directly or indirectly increased sales for the company? How does the nominee work to achieve repeat business and future referrals?

### INDUSTRY AND COMMUNITY INVOLVEMENT

Is the nominee involved in any professional, civic or community organizations or events? On behalf of the company, does the nominee promote a positive image to the community? Does the nominee have any other notable professional achievements? How has the nominee contributed to the car rental industry?