



# STARS *of the* INDUSTRY

ILLINOIS HOTEL & LODGING ASSOCIATION

## 2019 Nomination Form

Please submit **this completed form**, plus one page responding to the questions below, and up to two additional pages of supporting materials such as testimonial letters, guest comment cards, and photos of nominees in action. Upload pages as ONE PDF (maximum of four pages) to [www.illinois-hotels.org/stars](http://www.illinois-hotels.org/stars) prior to **AUGUST 15, 2019**.

### Please include the following in your nomination:

1. Describe why your nominee deserves this award; include examples of teamwork.
2. List any other accomplishments (employee of the month/year, outstanding recognition, etc.)  
For *Hotelier, Department/Division Head, and Manager of the Year* nominations ONLY: List examples of mentorship and/or community service.

### Nominee Information

Nominee: Derek Hanson

Nominee's Hotel: Hilton Chicago

Nominee's Position: Guest Services Supervisor

Award (*Circle appropriate category*):

#### MANAGEMENT EMPLOYEE

- Hotelier of the Year
- Department/Division Head of the Year
- Manager of the Year

#### NON-MANAGEMENT EMPLOYEE

- Administrative Employee of the Year
- Bell Staff Employee of the Year
- First-Level Supervisor of the Year
- F & B Employee - Front of House
- F & B Employee - Heart of House
- Guest Service Employee of the Year
- Housekeeping Employee of the Year
- Maintenance Employee of the Year

**Note for all awards:** *Nominees must have worked a minimum of one year in the hotel or lodging industry. Regional winners from the past three years are not eligible to be nominated again in the same category.*

### Hotel Information

Submitted By: Mady Carlson Title: Human Resources Manager

Email: Madalyn.Carlson@hilton.com Phone: 312-431-6903

Hotel Address: 720 South Michigan Avenue

City: Chicago Zip: 60605

## **Derek Hanson – Hilton Chicago Guest Services Supervisor**

### **1. Describe why your nominee deserves this award**

Derek has consistently proven he is deserving of recognition through his efforts with the Guest Relations Committee and his dedication to the Guests here at the Hilton Chicago. He has internally been nominated for many awards, but has actually won a corporate award through his humble work ethic.

Derek created a wonderful experience for one of our repeat guests that truly shows the type of person he is. We had a guest that was staying with us long term, for 5 months. She befriended many team members at the hotel during her long stay, and one was Derek. She had some health issues that confined her to a motorized wheelchair, a fulltime caregiver, and special attention when she travels. She would often paint small pictures, mainly of tulips, and give it to the team members as her way of thanking them. Derek struck up a conversation with this guest about the tulips, and found out that they meant something much deeper to her, after the loss of a loved one. Upon a return stay, Derek bought tulips for the guest and had them waiting in her room upon her arrival. This is just one example of how Derek consistently goes above and beyond for the guests here at Hilton Chicago.

As a champion on our Blue Energy Guest Relations Committee, Derek is committed to making memorable experience for the guests as well as give back to our community. He most recently planned an event, where he set up a food packaging event in the lobby and invited Guests in to the event to package meals for the Chicago Food Depository. Because of his planning and efforts, the Guest Relations committee, along with our guests, were able to package 500 meals.

### **2. List any other accomplishments (employee of the month/year, outstanding recognition, etc.)**

- IHLA Stars of the Industry Nominee - 2012
- IHLA Stars of the Industry Nominee – 2015
- Spirit of Blue Energy Corporate Award – 2015
- Team Member of the Year Winner – 2015
- Team Member of the Quarter Winner – Q1 2004
- Team Member of the Quarter Nominee – Q3 2018
- Service Pin – 15 Year, 2018



November 15, 2018

Hilton Chicago  
720 S Michigan Ave.  
Chicago, IL 60605

Kathy –

I'm writing to thank you and your team for your continued support of the Bank of America Chicago Marathon and to recognize the one team member in particular. I recently learned of a situation in which Derek Hanson went above and beyond to support one of our international runners. I received the note below from Liza Morich and I wanted to share her experience with Derek. It is service like this, that sets your property apart from other hotels in the city. Please extend my gratitude to Derek for his help in this unique situation.

*I'd like to to recognize the outstanding guest service exhibited by Derek Hanson. Following this year's race, he worked with me to locate the hotel of an older, Japanese runner who did not recall which Hilton hotel he was staying in. The runner was wandering around the Hilton Chicago after he finished the marathon-- lost and confused. He somehow found his way to the bell desk where he encountered Derek. The individual knew he was staying in a Hilton because he had a key, but the key did not have the name of the specific hotel.*

*Derek called more than ten Hilon properties in the city in hopes of finding the runner's hotel. Thankfully, he was able to locate the exact hotel that utilized the type of key the runner had and identify that he was a guest in the hotel.*

*Derek then told his bell stand colleagues he was going to drive Mr. Takahashi to his hotel as he didn't feel comfortable placing him in a taxi.*

*I commend Derek for his time, effort and kindness in not only making sure he had the correct hotel, but assuring that runner arrived safe and sound to his destination. Derek should be recognized for this and the Hilton Chicago should feel extremely fortunate to have an employee that goes above and beyond in helping guests.*

Sincerely,

  
Carey Pinkowski

Executive Race Director  
Bank of America Chicago Marathon

**Recognized as a Blue STAR because:**

**Derek is being recognized for his “assistance and unfailing support” to Ms. Kunkel, one of our extended stay guests with disability. He played an instrumental role in making her Hilton experience exceptional. His sensitivity to disability related issues and the feelings of others are what make him stand out to our guests, day in and day out. He exemplifies hospitality with his genuine concern to make someone's day better.**

**Nominated by: John Wells Date: 7/2013**

## **TEAM MEMBER OF THE QUARTER, Q3-2018**

**Recognized as a Team Member of the Quarter because:**

Derek stands for the LADY as he consistently asks “What can I do to help.” He is always willing to go above and beyond his job description when it comes to helping guests and team members. A great example of this is his extra efforts with our text messaging service, he is constantly active and really helps the front desk team pull through during hectic days. He is also always giving our team feedback and suggestions, as he is able to see things more clearly from the “guest perspective” since he is facing our team at the front desk. Derek is always willing to go the extra mile for the team and our guests, and he always does so with a smile. I am grateful to have someone like Derek on our team and I know our guests feel the same way.



Guest Packing Event Derek Planned/Executed