

NOMINATION FORM FOR RAS-EXSA SUPERSTAR 2025 (F&B INDUSTRY)

Please ensure that the following conditions are accepted before submitting your nomination. Nominee/finalists who fail to fulfill these conditions at any time throughout the nomination and judging period will be disqualified. Please mark each of the following conditions with an “X” to indicate your agreement, and sign in **Sections E and F**.

X	SECTION A: CONDITIONS <i>(please mark an “X” on the left to acknowledge and accept each item)</i>
X	1. The nominee’s Superstar nomination form is FULLY COMPLETED and SUBMITTED by 30th April 2025 . There are 8-pages in total, Sections A to F. Due to the judging schedule, late and incomplete submissions will NOT be considered by the judges.
X	2. To qualify for nomination, please ensure that the candidate has won at least <u>ONE</u> EXSA Star Award within the preceding 3 years (i.e. 2022, 2023, 2024, inclusive).
X	3. Once the nominee is selected as a “finalist”, they will go through a true <i>mystery</i> audit of the finalist’s actual service performance. Thus, the nominating company and the finalist will NOT be notified of the visit date, nor be notified whether the visit has been completed till the end of the judging period.
X	4. Nominating company must provide the finalist’s work schedule upfront, for a minimum of 60-days, over the entire judging period from 1 June to 17 August, 2025 (including the shift timing and location). <i>To maintain fairness to all competitors, the finalist will be disqualified if this cannot be fulfilled.</i>
X	5. The finalist’s schedule for each month must be provided by the nominating company by the 1 st of each month (Jun–Aug 2025). The nominating company will provide the finalist’s schedule on the Google sheet provided. <i>To maintain fairness to all competitors, the finalist will be disqualified if this cannot be fulfilled.</i>
X	6. If the finalist goes on leave (annual, sick, urgent, etc), the nominating company will update the announcement section of their Google sheet AND text the RAS coordinator IMMEDIATELY. The finalist will be disqualified if the auditor arrives at the location, but the finalist is not there (<i>the auditor will wait up to a maximum of ONE hour to spot the finalist in ONE trip; no additional trips will be made</i>).
<p>To fill in the Sections A to F: Open this pdf document, and use the function “Fill in form fields” to enter your text.</p> <p>To add the nominee’s photos to this pdf file, use this pdf site: Drop this pdf document onto the center of the site, and click on the image button to add photos (required in Section B).</p>	

SECTION B: NOMINEE DETAILS	
Name of nominee:	NRIC / FIN (last 3-digits plus alphabet only):
Designation:	Department / Outlet:
Length of service on company:	Internal promotion(s), if any:
Photo of the nominee (close-up full face and shoulders):	Photo of the nominee (full body):

SECTION C: NOMINATION INFORMATION

1. Please list ALL the **service-related** awards and recognition conferred to the nominee **in Singapore**. Please list by the year, in chronological order.

For Questions 2-10, please ensure you illustrate the examples clearly, describing the situations/scenarios in detail. Each question measures a specific and unique aspect of performance – hence, please ensure that your answers are specific to each question and do not overlap with the answers for other questions. You may also indicate “N/A” for any question that is not applicable for your nominee.

2. Describe in detail a time/times when the nominee grabbed service opportunities and went the extra mile to provide value-added services. Next, if this incident left a strong impression on your guest(s), please also describe how the company came to know about it.

3. Describe in detail a time/times when the nominee was proactive in initiating service and /or anticipated problems, which prevented issues from arising. Next, if this incident left a strong impression on your guest(s), please also describe how the company came to know about it.

4. Describe in detail a time/times when the nominee engaged in service recovery, which resulted in satisfactory outcome(s) that balanced the needs of all stakeholders involved. Next, if this incident left a strong impression on your guest(s), please also describe how the company came to know about it.

5. Describe in detail a time/times when the nominee demonstrated their own learning attitude and growth mindset towards service, product knowledge, SOPs &/or feedback. Next, if applicable, please also describe how the company came to know about it.

6. Describe in detail a time/times when the nominee demonstrated cheerful, patient, and warm attitude towards customers, and stayed calm under pressure. Next, if this incident(s) left a strong impression on your guest(s), please also describe how the company came to know about it.

7. Describe in detail a time/times when the nominee encouraged co-workers' learning attitude, and developed their service confidence and service capability. If applicable, please also describe how the company came to know about it.

8. Describe in detail a time/times when the nominee instilled in their co-workers a commitment to the organization's service standards. If applicable, please also describe how the company came to know about it.

9. Describe in detail a time/times when the nominee promoted collaborative service teamwork between co-workers and/or between departments. If applicable, please also describe how the company came to know about it.

10. Describe in detail a time/times when the nominee demonstrated an exceptional attitude, which inspired emulation and earned the respect of co-workers. If applicable, please also describe how the company came to know about it.

SECTION D: COMPANY DETAILS

Company name:	Business address:
Tel:	Fax:

SECTION E: NOMINATING OFFICER

Name:	Designation/Department:
DID:	Signature:
Email:	Company stamp:

SECTION F: CEO ENDORSEMENT

I declare that all information provided in this nomination application form are true and correct to the best of my knowledge, and that I have not withheld or distorted any material facts. I understand that the company will be disqualified from all SuperStar considerations for 2025 if false information has been submitted.

Name of CEO:	Signature:
Date:	Company stamp: