



## 2021 ISHA AWARDS OF EXCELLENCE APPLICATION

Entries must be for projects completed by September 1, 2020 through August 31, 2021.

Name: Diane Gandy Title: President

Association: Nevada Hotel and Lodging Association Email: diane.gandy@nvhotels.com

Address: 2805 W Horizon Ridge Parkway, Suite 200

City: Henderson State NV Zip 89052

Phone: 702-430-4569

### *Entry Category:*

**Education/Workforce Development** – A program or project that introduces new employees, demonstrates an effective training mechanism, or otherwise enhances knowledge of our industry.

**Events and Fundraising** – A program or project that clearly raised significant funds for a industry related cause and/or an event that experienced a dramatic increase in attendance, industry visibility and/or net profitability.

**Governmental Affairs** – A program or project that effectively communicates the message of governmental activities, or demonstrates success in championing an industry cause.

**Member Programs** – A program or project that shows performance results through increases in members or retention of members.

**Public Relations** – A program or project that positively highlights the activities of the association to external audiences.

**Communications** – A program or project that positively impacts the association's communication to members and stakeholders.

Please respond to the following questions on a separate piece of paper.

1. Title of Program
2. Goals & Objectives of Program
3. Target Audience
4. Results of Program
5. Evaluation Measures
6. How was the program presented to the Target audience?
7. Addition information

**ENTRIES MUST BE RECEIVED NO LATER THAN OCTOBER 8, 2021**



## **ISHA 2021 Awards of Excellence**

### **Submitted by the Nevada Hotel and Lodging Association**

#### **Submission Category: Education/Workforce Development**

The Nevada Hotel and Lodging Association team strongly feels that industry education and workforce development is the key to our recovery and success especially in today's environment. This year has been a year of ongoing challenges for the industry. Following are programs and resources we provided for our members.

To date, we have provided a total of 65 webinars, seminars and conferences this year – some in person, some virtually. Here are just a few of the career, education and workforce development related sessions we offered our members:

#### **Career/professional development**

Emerging Leaders Mentor program – twice per year  
Women in Lodging Mentor program  
CGSP workshops and exams-2 provided in SNV and 1 in NNV  
Think Inside the Box  
Education for Career Stability  
Making Change Work  
Impressive Resumes, Assertive Applications and  
Successful Interviews in Today's Environment-Panel  
Impress your Guest  
Effective Communications & Human Relations: Course Preview  
Read to Lead Book club – participants read a book focused on career leadership and discuss over a period of three sessions – offered quarterly  
Ask Anthony Anything-Guest: Anthony Melchiorri, star of Hotel Impossible  
Brightline High Speed Railway impact on Las Vegas  
The Future of Entertainment Post COVID-19  
Sustainability During a Pandemic  
Security Situational Awareness  
Tips for Managing New Teams

Letting Creative Juices Flow and Letting Stress Go

### **Career Central**

We launched a new website and added a page for [Career Central](#) where our members can post jobs and individuals can apply. We post in our social media channels, as well.

The page also contains videos related to resumes and interviewing, career education, internships and externships, mentorships, community resources, and a career video library.

Our Emerging Leaders and Women in Lodging segments are focused on leadership and professional education and development through certification classes, mentor programs, and industry resources.

We have several committees that are focused on educating members in specific areas. They meet quarterly, host webinars and seminars and an annual conference. Those committees include:

### **Clean and Green**

The Clean and Green committee promotes best practices in housekeeping and sustainability, efficiency, communication, education and environmental practices in today's Hospitality Industry. Focus is on best operational practices to reduce costs while increasing guest satisfaction. Committee assists in coordinating the annual related conference.

### **Safety and Security**

The Safety and Security Committee guides NHLA in providing an annual conference, information, updates, alerts, news, resources, education and related community affairs for members.

### **Technology**

The NHLA Technology Committee serves our members by ensuring new industry trends, technologies, current issues, and resources are made available to all of our members.

### **Design and Innovation**

The NHLA design and innovation committee provides industry advice and guidance on new property design and construction as well as renovation of existing structures. The committee assists in ensuring alignment with standards and safety regulations along with introduction of design concepts and trends. Members have expertise in various areas and will share their leadership, innovative ideas, and assistance with all of NHLA membership.

### **Read to Lead Book Club**

The participants are assigned a career enhancing or leadership business book to read, they meet three times to discuss. The program is offered quarterly.

**Women in Lodging:** Mentor and Philanthropy committees are active

**Emerging Leaders:** Mentor, social media and event committees are active

## **Nevada Hotel and Lodging Foundation**

We established our foundation for the purpose of granting scholarships for members and their immediate families for various entities such as local universities, colleges, accredited vocational entities and specific approved programs. With support from the foundation, industry members can achieve higher goals in education and career growth.

We have members and partners we work with to provide career resources and workforce development. We communicate resources, programs and pertinent information to this area through our online newsletter, Hospitality Headliner (approx. 3000 subscribers), our social channels, in-person events and our website.

Through these ongoing insightful and relevant programs, we have been able to retain membership, assist members with career and educational opportunities and entice new members to join.

**Contact:** Diane Gandy, President  
Nevada Hotel and Lodging Association  
diane.gandy@nvhotels.com  
702-430-4569