



**Council Member Motion**  
**For the Committee of the Whole Meeting of April 4, 2019**

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**To:** Committee of the Whole **Date:** March 29, 2019  
**From:** Councillors Loveday, Alto, and Thornton-Joe  
**Subject:** Grant for the Victoria Hospitality Awards Program

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**BACKGROUND**

The Victoria Hospitality Awards Program (known as VHAP) was founded in 1994. A not-for-profit society was formed with a mandate to recognize individuals from the Greater Victoria area for outstanding hospitality. Outstanding hospitality was defined as *a random act of kindness that goes over and above the expected to meet the needs of an individual*.

The program has the following objectives that include:

- encouraging employees of businesses in Greater Victoria to strive for service excellence
- recognizing individuals and groups in Greater Victoria who demonstrate exceptional service and who promote warm hospitality
- recognizing individuals who love their work and “go the extra mile”, outside of their specific job description
- encouraging visitors to Victoria to stay longer and to return to our wonderful destination through their exposure to our warm hospitality

VHAP committee members meet monthly to review ballots received in the previous month and select a monthly winner. Monthly winners are recognized in presentations arranged by a VHAP committee member and attended by as many members of the committee as possible, keeping in mind that all committee members are unpaid volunteers. They receive a Victoria Hospitality Award Program certificate signed by both our City of Victoria Mayor and our VHAP Chair, a letter of commendation, a City of Victoria pin engraved with the winner's name and the month in which they have won the award, and gifts from committee members representing various sectors of our community.

The City of Victoria has in the past paid for the engraving of the City of Victoria pins which are awarded to VHAP winners. It is recommended that Council authorize continue supporting VHAP and authorize funds to cover the cost of engraving.

**RECOMMENDATION**

That Council authorize a grant of \$950 from the Contingency Fund to cover the cost of engraving the City of Victoria pins which are given to VHAP award winners.

Respectfully submitted,

Handwritten signature of Councillor Loveday.

Councillor Loveday

Handwritten signature of Councillor Marianne Alto.

Councillor Marianne Alto

Handwritten signature of Councillor Charlayne Thornton-Joe.

Councillor Charlayne Thornton-Joe