

Golden Grain Award — Candidate Information & Application Guide

Pre-Application Guidelines & Program Overview

Welcome to the official candidate guide for the Golden Grain Award. We invite you to explore the details below to prepare your application and learn more about our evaluation journey.

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1. Welcome & About the Golden Grain Award

The Golden Grain Award was created to celebrate the heart and soul of the hospitality industry: its people. Behind every memorable stay, flawless dining experience, and welcoming atmosphere are dedicated individuals who bring genuine care, quiet resilience, and everyday excellence to their work.

Whether you are at the front desk greeting guests after a long journey, maintaining seamless operations behind the scenes, or crafting exceptional culinary moments, this award recognizes your commitment to true service and human connection.

- **Participation Fee:** Independent participation is **completely free of charge**. There are no application fees or hidden costs at any stage of the candidate selection process.

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2. Who Is Eligible?

We believe extraordinary service exists across all corners of a property. The Golden Grain Award is open to hospitality professionals across all operational departments, service areas, and career levels, including:

- **Front Office & Guest Relations:** Receptionists, Night Auditors, Guest Service Agents, Duty Managers etc.
- **Housekeeping & Facilities:** Attendants, Floor Supervisors, Laundry Staff, Maintenance Engineers etc.
- **Food & Beverage:** Servers, Bartenders, Baristas, Banquet Teams, Restaurant Captains etc.
- **Kitchen & Culinary:** Line Cooks, Commis Chefs, Stewarding Teams, Pastry Chefs etc.
- **Concierge & Guest Experience:** Concierges, Valets, Bell Captains, Drivers
- **Marketing & Communications:** Hospitality Marketing Coordinators, PR Specialists, Social Media Leads etc.

Eligibility Requirement: Applicants must currently work at, or have verified prior experience at, an active hotel, resort, or hospitality property.



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3. How to Apply (Step-by-Step) & Timeline

Our application process is designed to be clear, thoughtful, and accessible. Follow these five steps to complete your candidate journey:

Step	Stage	Details & Action Required
01	**Application & Proof of Employment Verification**	Submit your CV, Statement of Interest and Proof of Employment in one simple document verifying your experience at a hotel or hospitality property. *(See accepted options in Section 4)*.
02	**Rolling Review**	Applications are reviewed on a rolling basis by our coordination team. You will receive an email updates regarding your status via email **in 1–2 weeks**.
03	**Character & Story Conversation**	Shortlisted candidates are invited to a brief 30 minutes online conversation in English. To ensure a fair and comfortable experience, we share our four main discussion topics **24–48 hours in advance**.
04	**Announcement**	Awarded participants will be contacted **within 2–4 weeks** after the final interview.

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4. Required Documents & Accepted Proof of Employment

To complete your submission smoothly, please prepare the following materials before starting the application form:

1. **Professional Summary / CV:** A simple overview highlighting your hospitality or service industry roles and experience. (Must include the duration and timeline of each position to summarize years of experience)
2. **Brief Statement of Interest:** A short paragraph (3–5 sentences) reflecting on why this program matters to you and is important for the industry.
3. **Proof of Hospitality Employment:** To maintain program integrity, we require confirmation of every property connection stated in the CV.

Note: You are welcome and encouraged to blur out or redact sensitive personal ID numbers, banking details, or salary figures on any uploaded document.

Accepted Verification Documents (Choose Several):

- **Certificate of Employment (COE) / *Surat Keterangan Kerja*:** An official letter issued by your hotel's HR department. (*Best Recommended*)
- **Employment Contract or Offer Letter:** First or signature page showing the hotel letterhead, your name, and job role.
- **Recent Payslip:** Issued within the last 6 months (with all compensation/salary figures blacked out).
- **Staff ID Badge Photo:** A clear photo of your official staff ID badge, paired with a confirmation email sent from your work email address.
- **HR Representative Contact Details:** Direct contact information (Name, Title, Official Email) for an HR representative or department manager for direct verification. (*Best Recommended*)

Language Proficiency:

- We **do not require** any language certificate or other written proof of language proficiency, but the participant must have sufficient fluency to maintain a good dialogue and conversation. The candidate's language ability will be **evaluated directly during the interview**.
- Participants who do **not** have ability or spoken language confidence, are welcome to explore our free courses available for daily practice via the Fluent Staff language learning platform in AppStore & PlayMarket.

5. How Candidates Are Evaluated During Interview

The Golden Grain Award looks beyond traditional performance metrics. We focus on the core human qualities that make hospitality meaningful.

What We Look For

- **Authentic Character:** Natural warmth and sincerity rather than memorized scripts or standard canned responses.
- **Unspoken Empathy:** The intuitive ability to anticipate the needs of guests and offer quiet support to colleagues.
- **Composure Under Pressure:** Maintaining grace, kindness, and problem-solving focus during challenging operational situations.
- **Respect & Teamwork:** A deep appreciation for behind-the-scenes colleagues and cross-departmental collaboration.

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6. Contact & Questions

Kindly submit your application **via the email below**. We are here to support you throughout your application journey. If you have any questions regarding document verification, eligibility, or the selection process, please do not hesitate to reach out to our candidate support team.

- **Primary Contact:** Mayra & The Golden Grain Award Team
- **Email:** mayra@fluent-staff.com
- **Phone:** +62 877 84285996

We look forward to receiving your application and celebrating your dedication to the art of hospitality! Good luck!