



SERVICE EXCELLENCE RECOGNITION AWARD

Purpose: This award is to recognize and honour employees who are on the front line and who, by their actions, motivate and inspire the people around them to excel in client service. This nomination is for an individual only.

Criteria: The Selection Committee will be looking for demonstrated evidence and specific examples of excellence in front line service that has motivated and inspired the people around the candidate to excel in customer service to staff, faculty, students, alumni, retirees or visitors. The criteria are based on the six functions of outstanding client service:

- Providing service – greeting the client, discovering the client's needs, offering options and presenting solutions
- Making clients comfortable in a welcoming environment
- Being an ambassador of the University of Guelph
- Always being positive about the service given
- Always honest, not promising what cannot be delivered, anticipating and communicating difficulties that could occur
- Caring

Nomination Process: The nomination form should be submitted to the Office of the Vice-President (Finance & Administration) not later than May 31. Each nomination must be signed by three nominators, including one person who is identified as the lead nominator. A nomination submission of no more than 500 words should be attached. The lead nominator is encouraged to elicit a **maximum** of three letters of support from individuals/sources, either from the nominators themselves or from other individuals. Nominations may come from staff, faculty, students, alumni and retirees of the University.



President's Awards for Exemplary Staff Service

SERVICE EXCELLENCE RECOGNITION AWARD

Nomination Form – 2011

Please copy this form. For your convenience, you may submit nominations electronically to staffaward@exec.uoguelph.ca

Name of Nominee:

Department:

Position/Title:

Contact Information:

Lead Nominator:

Department:

Position/Title:

Contact Information:

Second Nominator (signature):

Department:

Position/Title:

Contact Information:

Third Nominator (signature):

Department:

Position/Title:

Contact Information:

Please attach a nomination submission of no more than 500 words with up to three letters of support.

For more information, please contact Claire Alexander at calexand@uoguelph.ca