

Martha J. Reiner Quality Customer Service Award

Information

Nominee's Name _____

G# _____ Department _____

Supervisor's Signature _____

Department Head's Signature _____

Has this employee received any monetary or non-monetary awards this fiscal year?
yes ___ no___ If so, what was the amount/value? _____

Criteria

- Nominee must be a University employee for at least one year
- Shows exceptional initiative in "going the extra mile" to provide service to internal and external customers with timely and appropriate follow-up
- Shows responsiveness to the needs of students, patrons, or customers to enhance the department or University's mission
- Demonstrates improvement of customer service and satisfaction

Information

Please attach a brief citation of approximately 65-70 words describing the achievements of the nominee and how he/she meets the criteria.

In writing the citation copy, please compose it to be read aloud easily at the ceremony. Keep in mind that the award will be displayed on the recipient's wall—ask yourself how you think the recipient would want to be remembered for his/her accomplishments.

In addition, please include three letters of support which describe how the nominee meets the criteria.

**Send the completed form, attached citation, and letters to:
The Reward & Recognition Office, Human Resources, MSN 3C3**

