



Human Resources & Payroll
 4400 University Drive, MS 3C3, Fairfax, Virginia 22030
 Phone: 703-993-2600; Fax: 703-993-2601

Martha J. Reiner Quality Customer Service Award Nomination Form

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 and/or Mason's mission
- Demonstrates improvement of customer service and satisfaction

Please indicate which, if any, of the Mason values the nominee has demonstrated:

- | | |
|--|--|
| <input type="checkbox"/> Our students come first | <input type="checkbox"/> We are careful stewards |
| <input type="checkbox"/> Diversity is our strength | <input type="checkbox"/> We act with integrity |
| <input type="checkbox"/> Innovation is tradition | <input type="checkbox"/> We thrive together |
| <input type="checkbox"/> We honor freedom of thought
and expression | |

Description

Please attach a brief citation of approximately 65-70 words describing the achievements of the nominee and how he/she meets the criteria. If you selected a value above, be sure to briefly explain why.

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 consider including several letters of support which describe how the nominee meets the criteria.

Send the completed form, attached citation and letters to:

Reward & Recognition Office, HR & Payroll, MSN 3C3