Nomination Form

Nominee: ____________________________________________________________

Group*: ____________________________________________________________

Department(s): _______________________________________________________  

Nominated By: ________________________________________________________  

Department Head Signature(s): ____________________________ Date__________

Supervisor Signature(s): ____________________________________________ Date__________

Please attach a short narrative using specific examples to describe the outstanding contributions shown by an individual or a group of individuals, who exemplify Quality Customer Service at GMU. The narrative should highlight the following criteria:

1. demonstrated knowledge of the importance of quality customer service  
2. skill in delivering their service to customers  
3. ability to serve both internal and external customers  
4. rendered prompt and courteous service  
5. strong communication skills  
6. demonstrated initiative—"going the extra mile"—and timely follow-up service  
7. good customer feedback—documentation via letter or verbal acknowledgement

*A group is not limited to a department or specific activity but can be individuals interacting across departments or units.