

## Customer Service Award Nomination Form

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### **Overview:**

The UNT Staff Customer Service Award acknowledges staff members who establish and maintain positive and effective working relationships with fellow staff, faculty, students, and internal/external customers; who are dedicated to continuously improving customer satisfaction and exceeding expectations and reacting appropriately to ensure customer satisfaction and; who demonstrate excellence in resolving conflicts and/or facing challenges. Up to three recipients may receive an engraved and monetary award which is presented during the Staff Appreciation Luncheon during Staff Appreciation Month.

### **Eligibility for Nominees:**

- The staff member must be in a UNT retirement-eligible staff position for at least six consecutive months.
- The staff member must hold a position lower than the level of Associate/Assistant Vice President.
- The staff member may not have received any formal disciplinary action or performance improvement plan within the twelve months prior to the nomination date.
- The staff member may not have received the award within the previous three years.

### **Process for Nomination and Selection:**

- Nomination may be made by any UNT employee or student.
- Complete the fillable form, giving specific examples of how the staff member has met or exceeded the criteria, and keeping within the allotted word allowance. Additional attachments will not be accepted.
- Submit the completed document electronically or print and deliver to Human Resources, Support and Services Building, 120R.
- Human Resources will verify eligibility and forward the nomination to the appropriate supervisor, department head/Dean, Vice President or President, where applicable.
- Once the required approvals are obtained, the nomination will be reviewed by the Staff Awards and Recognition Committee and the top 5 recommendations will be submitted to the President.
- The final recipient(s) will be selected by the President.

If you have questions regarding the nomination process, please contact **Human Resources** at [Anh.LePalomino@untsystem.edu](mailto:Anh.LePalomino@untsystem.edu) or (940) 565-4363.

**STEP ONE: Nominee and Nominator Information** - Please provide the following information for both the nominator and employee being nominated for the reward.

	Name	Employee ID (if known)	Department	Job Title	Affiliation to Nominee
Nominator:					
Nominee:					

**STEP TWO: Give specific examples of how the nominee has met the following criteria:**

- Goes above and beyond by displaying a positive attitude, even under the most difficult circumstances, which impacts the internal/external customer experience.
- Has repeatedly been “caught in the act” of delivering exceptional service above and beyond the call of duty.
- Goes above and beyond by eliminating barriers for customers by effectively and efficiently communicating, collaborating, and addressing customer needs.
- Demonstrates creativity or resourcefulness in assisting customers above and beyond the call of duty, while adhering to UNT policy and protocol.
- Goes above and beyond in serving as a role model to students and coworkers through positive interactions with internal and/or external customers. **(500 word limit)**

**Submit to HR**

**For Administrative Use Only**

**1. Human Resources**

Signature \_\_\_\_\_

Printed Name \_\_\_\_\_

Date: \_\_\_\_\_

☐ APPROVED - NOMINEE MEETS ALL ELIGIBILITY

☐ DENIED - NOMINEE DOES NOT MEET FOLLOWING ELIGIBILITY:

- ☐ Has not been in a retirement-eligible staff position for six consecutive months
- ☐ Holds a position at or above the level of Associate/Assistant Vice President
- ☐ Has received the UNT Customer Service Award within the past three years
- ☐ Has received formal disciplinary action or performance improvement plan within the twelve months of nomination date

**2. Direct Supervisor**

Signature \_\_\_\_\_

Printed Name \_\_\_\_\_

Date: \_\_\_\_\_

☐ APPROVED ☐ DENIED – REASON: \_\_\_\_\_

**3. Department Head / Dean**

Signature \_\_\_\_\_

Printed Name \_\_\_\_\_

Date: \_\_\_\_\_

☐ APPROVED ☐ DENIED – REASON: \_\_\_\_\_

**4. VP Coordinator**

Signature \_\_\_\_\_

Printed Name \_\_\_\_\_

Date: \_\_\_\_\_

☐ APPROVED ☐ DENIED - REASON: \_\_\_\_\_

**5. Staff Awards and Recognition Committee**

Date: \_\_\_\_\_

☐ RECOMMENDED

☐ DENIED - REASON: \_\_\_\_\_

**6. President:** ☐ SELECTED

Signature \_\_\_\_\_

Date: \_\_\_\_\_