



RECOGNITION PROGRAM

President's Award for Service Excellence - Individual Award

Each year, the President recognizes employees who have consistently demonstrated creativity and shown initiative in meeting client needs and improving the university experience. Each year, the University recognizes its commitment to service excellence and improving the university experience through its individual and team President's Awards.

Nominations

- Nominations must have the nominee's consent.
- Nominations can come from groups or from individuals, including managers, colleagues, professors, students, students' parents or members of the general public.
- Employees cannot nominate themselves.
- Nominations must be approved and signed by the candidate's immediate supervisor. Then it must be also approved and signed by the Dean, Vice-President, Associate Vice-President or Director of service before it is sent to Human Resources.

Nominations must include:

- A description of the nominee's exceptional contribution to service excellence that helps improve the university experience. The description must objectively portray the nominee's accomplishments during the year or achievements that illustrate ongoing service excellence over multiple years.
- Two letters or statements of support describing the nominee's exceptional contribution to service excellence contributing to improving the university experience (minimum 250 words each).
- Contact information for the nominators, immediate supervisor, Dean, Vice-President, Associate Vice-President, Director of service and nominee.

First and last name of the nominee

Faculty or service

E-mail address

Phone number

The candidate stands out among their peers and makes an exceptional contribution to fulfilling the University's vision of service excellence. Fill out the nomination form. Describe how the nominee meets each of the five selection criteria (maximum 250 words per criterion).

Selection criteria

1. Finding solutions (20 points)

- I am proactive and take responsibility for doing what is right for you.
- I am flexible and make it happen, whether I can personally address your needs or refer you to someone who can.

2. Reflecting a positive attitude (20 points)

- I smile and engage with you and seek to understand your needs and expectations.
- I am pleased to provide you with a courteous, timely and efficient service.

3. Demonstrating competence and professionalism (20 points)

- I take great pride in the language, actions, knowledge and image I use to convey my professionalism.

4. Treating the members of the University community with respect (20 points)

- I value diversity, recognizing that everybody is unique and equally important.
- I ensure that everyone has access to resources and facilitate inclusion.
- I respect your choice of official language.

5. Exercising care and devoting my full attention (20 points)

- I establish a rapport with you by showing genuine interest in you and your concerns
- I always go the extra mile and treat you with respect.

Person responsible of the nomination:

First and last name

E-mail Address

Faculty or service

Phone number

Approval of the nominee's immediate supervisor:

First and last name

E-mail address

Faculty or service

Phone number

Comments of the nominee's immediate supervisor (mandatory):

Approval of the dean, director of service or associate vice-president (mandatory):

First and last name

Faculty or service

E-mail address

Phone number

Comments of the dean, director of service or associate vice-president (optional):