



RECOGNITION PROGRAM

President's Award for Service Excellence - Team 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 come from clients of the team on the President's Awards for Service Excellence application form.
- Teams cannot nominate themselves.
- An executive member (Dean, Vice-President, Associate Vice-President or Director of service) must approve the nomination before it is sent to Human Resources.

Nominations must include:

- A description of the team's exceptional contribution to service excellence that helps improve the university experience. The description must objectively portray the team's accomplishments during the year of achievements that illustrate ongoing service excellence over multiple years.
- Two letters or statements of support describing the team's exceptional efforts (maximum of 250 words each).
- Contact information for the nominators, those providing letters of support, the executive member and the nominees.

Nominees' contact information (surname, name and faculty or service)

The candidates stand out among their peers and make an exceptional contribution to fulfilling the University's vision of service excellence. Fill out the nomination form. Describe how the nominees meet 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.

Nominator's contact information:

First and last name

Faculty or service

E-mail address

Phone number

Approval of the executive member (Dean, Vice-President, Associate Vice-President, Director of Service) (mandatory):

First and last name

Faculty or service

E-mail address

Phone number

Names and contact information for those who are providing letters or statements of support:

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