

# College of Engineering

## Customer Service Excellence Award

**Purpose:** The purpose of this award is to recognize, encourage, and promote outstanding customer service within the College of Engineering.

**Eligibility:** The award is open to all administrative, professional, clerical, and service staff in the College of Engineering with at least a half-time appointment and at least three years of continuous service to the College of Engineering as a permanent employee. Staff members who provide at least 75% of their effort in service to College of Engineering are eligible for the CoE Staff Awards of Excellence. One award recipient and up to two finalists may be recognized annually. The award may not be given to the same individual more than once in a three year period and individuals named as award finalists are ineligible for the award for one year. The nominees will be employees of College of Engineering at the time of nomination. The awardee and finalists are expected to remain employees of the College of Engineering until presentation of the award at the annual banquet, except for special cases such as retirement. The following criteria should be considered when submitting the nomination:

### Criteria:

- Exhibits a consistent pattern of congenial behavior to all contacts and treats others with respect.
- Leads by example-not just verbally.
- Has a positive attitude even under the most difficult of circumstances.
- Anticipates needs and takes appropriate action.
- Develops a creative or innovative method for providing/improving customer service.

### Procedures:

- Awards and finalist recognition may be given in two classifications annually: administrative/professional staff and clerical/service staff.
- Candidates may be nominated by any faculty or staff member in the College of Engineering.
- If multiple nominations for one employee are received, the nominators will be contacted and asked to collaborate in order to submit one nomination package.
- Selections will be made by the Staff Awards Committee.
- Each award recipient will receive a cash award of \$1,500, an individual plaque, and will be honored during the annual staff awards banquet. Each finalist will receive a cash award of \$1,000, an individual plaque, and will be honored during the annual staff awards banquet.
- Nominations may be carried over for one year following the initial submission, except as stated above regarding eligibility of recipients and finalists. For this purpose, nominators and/or supervisors will be contacted and will be provided the option of putting the nominee forward a second time, as well as an opportunity to update the materials.

### Materials to be submitted for the nomination:

- Required materials include the nomination form and attached documentation, which should not exceed 2 pages and 3 letters of support, not longer than one page each. These letters should be incorporated directly into the nomination file.
- Please provide specific examples of how the nominee's career in engineering has exemplified the various criteria for this award. Nominators and/or support letter writers are also encouraged to address or expand upon the award criteria appropriate for each category.
- Please describe the broader impact the nominee has made, through his or her contribution(s), on his or her constituents.

### Helpful Hints:

- Nominators and/or support letter writers are encouraged to address or expand upon the award criteria appropriate for each category.
- Give details of a personal involvement or connection to the candidate.
- Provide letters of support from a diverse group of individuals, including extracurricular sources.
- Utilizing different sources of input such as students, faculty and staff, is valuable for a nomination.