

Customer Service Award Nomination Form

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 Executive.
- The staff member may not have received any formal disciplinary action within twelve months prior to the nomination date.
- The staff member must have a current performance evaluation on file, with a rating of at least "Good", and no less than a 2.5 numerical score.
- 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, or external customer.
- 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 and may result in the nomination being denied.
- Submit the completed document electronically or print and deliver to Human Resources, Sycamore Hall, Suite 119.
- 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 HRAdministration@unt.edu or (940) 565-2281.

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:					

Sample Nominations For Customer Service

Carolyn C. Wise, Stephanie Hauser



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