

SAMPLE NOMINATION LETTER

Vice President's Award for Excellent Service

To say that Holly Snyder exceeds the expectations of employees in Keller Building would be an understatement. As a Technical Services employee, Holly has performed janitorial services for the Keller staff for more than a decade. However, her service to the people working in the building has far exceeded the requirements of the job.

Inspires others to join with them in exceeding service expectations/needs.

Holly's attitude is that everyone, pulling together, can make the University a better place to work and a better place for students to get a true education. Because Keller is used for classes as well as offices, Holly has made a special effort to address issues of diversity. She has put up special displays that celebrate the contributions of people from multiple backgrounds and cultures. This is especially pertinent at the beginning of the academic year when Keller welcomes a great many students from other countries. They may be a long way from home, but Holly makes sure they know that they are welcome.

Maintains excellent relations by assessing and responding to constituents' needs.

Holly makes the workplace more inviting by "sprucing up" the restrooms, giving them her own personal touch with flowers, decals,

special soaps and lotions, even figurines to celebrate the seasons of the year. Knowing that most of the staff would be off during the December break, Holly offered to water plants for anyone who wanted to be sure their greenery made it through the holidays. What's more, she welcomes newcomers to the building with a personal note.

Designs and shapes solutions that address issues that hinder excellent service.

In a large organization, it is possible for small, nagging issues to slip through the cracks because they are not consistently assigned to anyone for resolution, or because no one claims responsibility or authority for solving the problem. Holly never lets the "not me" syndrome get in the way of excellent service. Regardless of whose job it is, she takes each challenge as her own responsibility and follows through until it is resolved.

Takes ownership of the problem and follows through to its resolution.

Security is a major issue throughout the University. In some cases, employees working after-hours have been known to leave doors unlocked or even open. Holly is diligent in making sure that the area under her control is secure. She has been vigilant in watching for potentially dangerous situations and in reporting them to the authorities and to building representatives, putting everyone on guard to prevent robberies or break-ins.

If attitude makes the difference between getting tasks done and making them fun, Holly is the epitome of great attitude. She inspires everyone around her with her dedication and caring. On behalf of everyone who has benefited from her phenomenal work ethic and service, I nominate Holly Snyder for the Vice President's Award for Excellent Service.