



SERVICE EXCELLENCE AWARDS DESCRIPTION, ELIGIBILITY AND SELECTION PROCESS

Description

The newly established Service Excellence Award is bestowed upon University staff employees, 1 representative from each job classification, Professional/Technical will have 3 representatives, voted on by their peers, who cultivate an environment of +1 service by living our values and key engagement principles of our service excellence culture where we are **Mustangs serving Mustangs**. Award recipients receive a one-time cash award of \$500* and will be honored during the August Fall Convocation.

*All taxes and deductions will be applied

Eligibility

- All full time/part time staff employees in a regular benefits-eligible position
- Employees who are under the bargaining unit
- Employee must be on payroll on the date of payment.
- **EXCEPTION:** The following employees are not eligible for this award but are allowed to vote through the voting process.
 - Senior administration; University President, Divisional Vice President's & the Executive Athletic Director.
 - Faculty, Student workers.

Criteria

These individuals are recognized for performing over and above standard job expectations to provide +1 service on campus. Recipients should exhibit a majority of the attributes adapted from our service excellence culture, listed in the following criteria:

ADAPTABILITY:

- Supports being change advocates – adjusting to change quickly & efficiently; being a passionate internal influencer of WNMU and creating Brand Advocates in our students, employees, families and community.
- Uses their personal power to understand the important role that they play, regardless of their title, in the overall student & customer experience.

PROFESSIONALISM:

- Treats others with respect and integrity and takes pride in their representation of WNMU. (proficiency, behavior, language, appearance, attitude)
- Understands the importance of professional presence and the impact well-groomed and presentable team members have on the student and customer experience.
- Understands the importance of effective communication in verbiage, tone of voice, and service-oriented body language.

KEY ENGAGEMENT PRINCIPLES

- Exemplifies the Key Engagement Principles of P.R.I.D.E. and understands their importance in defining the WNMU experience, building connections and bringing the WNMU culture to life. Recognizing that “We ARE the WNMU Brand Experience.”
 - P = positive attitude - Key driver = Emulating a WNMU can-do spirit

- R = respect - Key driver = Cultivating an environment of mutual respect for all
- I = Instill a sense of genuine care - Key driver = Be an advocate on behalf of EVERY student/customer
- D = drive consistency - Key driver = Adhere to processes and a commitment to excellence
- E = embrace defining moments - Key driver = turn ordinary into extraordinary

SERVICE RECOVERY:

- Emulates the L.E.A.R.N. Model (Listen, Empathize, Apologize, Resolve and Notify) and provides tactical ways to apply and demonstrate each critical step along the Service Recovery lifecycle.
- If not on the frontline, this translates to using the LEARN model to cultivate relationships with our peers, colleagues and community.

LEGENDARY EXPERIENCES:

- Delivers a Memorable Customer Experience by practicing the difference between expressed and unexpressed needs of students, colleagues, and customers and applying +1 service to turn an ordinary experience into an extraordinary memory.

Selection Process

1. Staff members will have the opportunity, through an anonymous voting process, to vote for one of their colleagues, in each job classification.
2. The EMPLOYEE RECOGNITION COMMITTEE will manage the voting process. In the event of a tie vote, the committee will use a scoring matrix, based on the criteria, to determine the winners.
3. Recipients will receive their monetary award post announcement. EMPLOYEE RECOGNITION COMMITTEE will process the All-in-One forms for HR and Payroll.
4. Award recipients will be announced at the Fall Convocation in August.

**If you need further assistance, contact us at
*awards@wnmu.edu***

SERVICE EXCELLENCE AWARD TIMELINE

1. **JUNE/JULY– voting opens for 2 weeks (date to be determined)**
2. Voting closes and votes are tabulated
3. Awards are ordered
4. **AUGUST** – Convocation; will announce winners