



AUGUSTA UNIVERSITY

AUGUSTA UNIVERSITY AND AU HEALTH EMPLOYEE ADVISORY COUNCIL SERVICE EXCELLENCE AWARD NOMINATION GUIDELINES

The Service Excellence Award recognizes outstanding performance and service to the Augusta University community by exhibiting exemplary interactions with fellow employees, students, patients and their families. This award is presented to individuals who consistently and substantially exceed the expectations of their position by performing at a level above and beyond normal job requirements and expectations. Individuals who have made significant contributions in their area are considered for this distinguished award.

I. GENERAL CRITERIA:

- a. Nominee must be an active employee of Augusta University or AU Health with at least one year of service.
- b. Nominee may not have any disciplinary actions on file for the previous 12 months.
- c. Service to an academic, administrative, or clinical area.

II. NOMINATION PROCESS:

As you develop the description, you may wish to consider the following questions:

- a. How does the nominee model excellence and outstanding job performance?
- b. How does the nominee promote a positive image for Augusta University and demonstrate their commitment to our vision, mission and values in their service to others?
- c. How does this nominee stand out from others in their ability to work positively, respectfully, and effectively to improve customer service or patient/student satisfaction?
- d. How has the nominee shown exceptional personal interaction skills to foster collaboration, communication and cooperation among colleagues?
- e. How has the nominee demonstrated initiative and creativity?
- f. Considering expected performance, how does the nominee go above and beyond to earn the distinction of consideration for this award?

III. SUPPORTING DOCUMENTATION:

All supporting documentation can be attached to nomination, some examples are as follows:

- a. Examples of nominee's service (serving on committees, staffing or organizing events or functions, and other voluntary work related activities).
- b. Examples of significant contributions, accomplishments, process improvements, increased efficiency in operations or successful outcomes in meeting important job-related goals.
- c. Examples of willingness to manage changes in work priorities, procedures or operations.
- d. Cite how the nominee seeks opportunity to improve the quality of work assignments and makes an effort to expand work responsibilities.
 - a. Letters of support/endorsement (optional).