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| ***Creighton University • Finance Division*** |
| ***VISION: To be a valued strategic partner, advancing the success of the University.*** |
| ***MISSION: Promote sound financial management, provide quality services, and partner to develop innovative solutions in support of the teaching, research, and service mission of the University.*** |
| ***VALUES: Ethical •Transparent •Collaborative• Adaptable• Caring• Responsive***  |

Outstanding Customer Service Award Instructions and Nomination Form

**Eligibility:** Finance Division employees who demonstrate outstanding customer service are eligible for the Outstanding Customer Service Award.

**Format:** Nominations shall be submitted to Laura Mann at lauramann@creighton.edu using this form or via a descriptive e-mail message. Content should be detailed, specific and **provide the story behind the nomination.**

**Of Note:** All nominations will be held in confidence. No self-nominations.

**Deadline:** Completed nominations are due by 5:00 p.m. on the last Friday of February, May, August, and November.

**Nominee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Nominated by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

1. Please describe in detail how this nominee contributes to the finance mission above through Outstanding Customer Service.
2. Please describe how this nominee embodies one or more of the customer service attributes listed below.

Friendly Builds relationships

Sincere Responds in a timely manner

Empathic Follows through/communicates progress

Professional Solves problems proactively

Courteous Actively listens

Respectful Exhibits positive attitude/language

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