

DEAN'S AWARD FOR EXCELLENCE IN OUTSTANDING CUSTOMER SERVICE

College of Architecture, Arts and Humanities

Purpose: The College of Architecture, Arts and Humanities Dean's Award for Excellence in Outstanding Customer Service is given to a classified employee in recognition outstanding customer service.

Description: The award is \$2,500.00 and a listing on the Dean's Award for Outstanding Customer Service plaque in the Dean's office.

Objective: Encourage, recognize and reward classified staff in their efforts to achieve professional goals while fully participating in the improvement of departmental, college and/or university operations.

Eligibility: All permanent, classified staff who have worked for at least two years in the College of Architecture, Arts and Humanities are eligible. Eligible employees can only receive the award once every 5 years.

Criteria - The nominee must:

- Strive for self-improvement
- Take initiative to learn new methods and techniques to better assist the customer
- Produce outstanding quality work
- Display knowledge and confidence in his or her field
- Accept new challenges and techniques
- Communicate well with others
- Demonstrate other specific contributions to the success of the department, college or university
- Be characterized by a positive attitude
- Be willing and patient when answering questions
- Be willing to put service to others above self regardless of the clock
- Be professional in all situations
- Be courteous
- Identify ways to make service and resources more efficient and effective

Procedures for Submission of Nominations: Nominations will be accepted from deans, chairs, faculty, staff or by self-nomination. The nomination form, a letter of nomination, and no more than two supporting letters (optional) will be submitted to the ex-officio member (Shannon Baldwin) of the Award Selection Committee by **Friday, April 30, 2021.**

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NOMINATION FORM

PLEASE ATTACH THIS FORM TO YOUR LETTER OF NOMINATION

Nominee _____

Address _____

Position Title _____

Department _____

Attach the following:

1. Nomination letter (two-page limit), should provide specific examples relating to the criteria.
2. Additional supporting letters (no more than two)

Submitted by: _____

Title _____

Date _____

School/Department _____

Office Phone: _____

**COMPLETED NOMINATION MATERIALS SHOULD BE SUBMITTED BY
Friday April 30, 2021**

Send completed nomination materials to:

Ex-officio Member: Shannon Baldwin
Office Address: 101 Strode Tower
Email Address: sblown@clmson.edu
Telephone Number 656-3879