

Please fill in all relevant parts of this evaluation form. If you think that a certain question does not apply to you, indicate so by writing NA (not applicable). Whenever possible, indicate the location of corroborating evidence. For instance, if you are submitting several documents, identify which of them may be considered as evidence in support of this statement.

EXCELLENCE IN SERVICES TO CUSTOMERS	
Item	Answer
How have you demonstrated exceptional leadership, initiative, or risk-taking in his/her work?	
What personal qualities and characteristics make you a role model for others?	
How do you exercise dedication and commitment to your work? Give examples.	
Indicate any evidence which shows that you are a successful team player.	
CUSTOMER SATISFACTION	
Item	Answer
List a few examples of satisfactory service and indicate the level of customer satisfaction.	
Indicate any formal mechanism which is used to identify the level of customer satisfaction with your service. (Surveys, departmental evaluation, customer feedback...).	

CREATIVITY AND INNOVATION AT WORK	
Item	Answer
Give examples in which you showed creativity.	
How did you improve department performance or save university resources? Give examples.	
Indicate one or more processes that you have developed or helped to improve.	
SERVICE BEYOND DUTY	
Item	Answer
Indicate up to three recent unpaid services which you provided beyond what is specified by your job description or normal expectations.	
OTHER	
Item	Answer
List reasons not indicated above for which you deserve an excellence award.	

Candidate's Name: _____ **Signature:** _____

Email or Telephone number: _____ **Date:** _____