



THD Service Excellence Award: Criteria and Nomination Form

Purpose of Award

The THD Service Excellence quarterly award provides fair, and equal consideration of all eligible staff for recognition within THD.

This award recognizes a THD full-time/part-time team member or team that demonstrates:

- Exemplary customer service and support to clients, team members, and partners.
- Ways to support clients in a more timely and effective manner.
- Strong customer- centric behaviors by going “out of their way” to offer service and support to clients, team members, and partners.
- A high degree of professionalism.
- A positive attitude toward work responsibilities, team members, and clients and serves as a role model for others.
- A commitment to the overall mission of THD.
- Service delivery the “THD Way” by treating all internal/ external customers with dignity and respect.
- Receives acknowledgement through department feedback surveys and testimonials from clients (not required, but is considered).

Nominees must meet the following criteria:

- Must be a THD team member for at least 12-months/ one year and successfully completed their probationary period.
- Must be a part-time or full-time team member of THD.
- Must not have any pending, active Performance/ Disciplinary actions.
- Award recipient(s) cannot receive the THD Service Excellence Award more than once in a 24-month period. However, the team member(s) can be nominated for/or receive other awards.
- Nominees who do not receive the award for the quarter in which they were nominated, may be nominated again, but will not automatically remain in the nomination pool.
- Reflects time period from January 2017 to March 2017

Disclaimer: The THD QI Committee Chair has the right to verify nomination content with the nominee's supervisor. For privacy, the names of nominees will remain confidential and de-identified (except for the Committee Chair). The nomination form will be viewed by the QI Committee Recognition Committee to avoid any bias. Final selection will be reviewed and signed off for approval by the Department Director.



THD Service Excellence Award
Nomination Form

In recognition of exemplary job performance and outstanding contributions to the Tulsa Health Department, I would like to nominate the following team member or team for the *THD Service Excellence Award*:

Name(s) of nominee:

Title of nominee:

Program of nominee:

Name of nominee's supervisor:

Briefly describe how this nominee represents the spirit of the THD Service Excellence award. Please give specific examples using selected or all criteria:

Involvement and Service

How does the nominee(s) deliver customer service the *THD Way* that goes beyond the expectation of their position? Include recent extraordinary act(s) for which the member/team is nominated

Commitment to Quality

Describe the nominee's commitment to identifying and enhancing processes to make them more customer/ client- friendly. Please give specific examples:

Building Relationships

Describe how this person has influenced fellow team members by modeling the THD-Way.

Feel free to add any additional information about this nominee:

Nominated by:

Telephone number:

Date of nomination:

Please send your completed nomination form to Jill Almond at JGHC or electronically to jalmond@tulsa-health.org by April 4, 2017. You will receive a respond when the nomination is received.