

PRESIDENT'S SERVICE EXCELLENCE AWARD

Title:	President's Service Excellence Award
Effective Date:	September 12, 2014
Issuing Authority:	Board of Directors

1. Rationale

The purpose of the President's Service Excellence Award (PSEA) is to honor and recognize individuals who not only excel in their given tasks but also go above and beyond the call of duty, who exemplify the professionalism and courtesy which we all aspire, and who make the University a better place to work and study.

2. Abbreviations and Definition

N/A

3. Policy

All permanent non-academic staff who have been working at RHU for more than two continuous years are eligible for this award. The criteria listed below are intended as a guideline for what is expected from potential applicants. The Evidence for Excellence in Service Form should be filled out by each candidate (nominee) to facilitate evaluation of evidence of excellence in the following areas:

- Services to the University community
- Satisfaction of associated constituencies
- Application of creative and innovative solutions
- Services beyond duty
- Others (to be specified): _____

4. Procedures

Nomination Procedure

All RHU faculty members, employees and students may nominate candidates for this award. Self-nominations are accepted. A nomination letter should be submitted by the announced deadlines.

Required Documents and Submission Procedure

The nominees are required to provide the rationale for their nominations by completing the Evidence for Excellence in Service Form.

Letters of support from those who have been served by the nominee are encouraged and will be used to evaluate the nominations.

Selection

The Award Selection Committee (ASC) for this award is made up of representatives from administration, colleges and students, and it is chaired by the VP for Administration and Finance. Each year, the committee recommends up to three nominees for the award. Its recommendation is subject to the approval of the President of the University.

Award

Awards are made to individuals. Each year a maximum of two employees can be awarded. Each Awardee receives:

- The name of the recipients shall be engraved on a plaque located in the lobby of the Administration Building.
- Recognition of the awardee in a Ceremony published on the RHU web.
- Cash prize amounting to US \$500.

5. Timeline

Wednesday, October 1, 2014	Call for nominations.
Wednesday, October 29, 2014	Nomination letters due at the Office of VP for Administration and Finance.
Monday, November 10, 2014	Letters from the nominees accepting the nomination due at the Office of the VP for Administration and Finance.
Friday, February 13, 2015	Deadline for submission the Evidence for Excellence in Service Form and related documents to the Office of the VP for Administration and Finance.
Tuesday, March 10, 2015	The ASC begins the deliberation process.
Friday, April 24, 2015	Final decision by the ASC.
Thursday, April 30, 2015	Announcement of Awards.

6. Related Documents

Evidence for Excellence in Service Form.

7. Approval and Review

- a. Policy proposed by: The President
- b. Reviewed and forwarded by: The President

8. Final Approval

Dates of Official Enactment: **September 5, 2014**

Dates of Amendments: **None**

History: **First Issuance**

Cross Reference:

Next Revision Date: **September, 2016**

President's Approval

Signature:

Date:

EVIDENCE FOR EXCELLENCE IN SERVICE

All relevant parts of this evaluation form should be filled out by the nominee. In case a certain question does not apply, please indicate so by writing NA (not applicable). Whenever possible, indicate the specific document provided as corroboration 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 your 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 is a successful team player	
CUSTOMER SATISFACTION	
Item	Answer
List a few examples of satisfactory service and indicate the level of satisfaction in your services	
Indicate any formal mechanism which is used to identify the level of satisfaction with your service. (surveys, departmental evaluation, customer feedback,...)	
CREATIVITY AND INNOVATION AT WORK	
Item	Answer
Give examples that shows creativity	
How did you improve department performance or save university resources? Give examples.	

Indicate one or more processes that you developed or helped to improve	
SERVICE BEYOND DUTY	
Item	Answer
Indicate up to three recent unpaid services which you provided beyond the job requirements and expectations	
OTHER	
Item	Answer
List reasons not indicated above to support your candidacy for the Award.	

I, hereby certify that all the information provided above is true and correct.

Nominee's Name: _____
Nominee's Signature: _____
Date: _____

Contact Details: _____
