**Service Excellence Award Rubric**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Criterion**  | **Explanation**  | **Evidence Requirements**  | **Examples of Evidence** | **Total Score** | **Scoring** |
| 1) Empathy  | Employee has demonstrated his/her ability to champion, lead, advocate for or administer a service environment by listening to, documenting and responding to customers needs  | Performance Appraisals | * Supervisor performance Appraisals
* Emails/Written accounts/Documented observations on how nominee performed a directed task, duty or project
 | **15** | Excellent Employee**12 – 15 points**  | Is excellent in his/her empathy for leading and/or serving the Campus community |
| Testimonials | * Emails that commend nominee on a job well done
* Written accounts
* Documented observations
 | Capable Employee**8 – 11 points** | Is capable in his/her empathy for leading and/or serving the Campus community |
| Reports | * Any reports that document work done by department for which nominee is directly responsible for. Please state nominee’s role in completing work cited in report.
 | Improving Employee **4 – 7 points** | Is showing improvement in his/her empathy for leading and/or serving the Campus community |
| Proposals | * Proposals submitted by nominee that shows considerable evidence of relevant criterion
 | Incapable Employee**1 – 3 points** | Is incapable in his/her empathy for leading and/or serving the Campus community |
| 2) Courtesy | Employee has demonstrated his/her ability to champion, lead, advocate for or administer a service culture by showing politeness, respect, consideration and friendliness towards customers | Testimonials  | * Emails that commend nominee on innovative thinking
* Written accounts
* Documented observations
 | **20** | Excellent Employee**16 – 20 points** | Is excellent in his/her courtesy when leading and/or serving the Campus community |
| Portfolios | * Employee portfolio of work that displaying innovative of critical thinking
 | Capable Employee**11 – 15 points** | Is capable in his/her courtesy when leading and/or serving the Campus community |
| Proposals | * Proposals submitted by nominee that shows considerable evidence of relevant criterion
 | Improving Employee**6 – 10 points** | Is showing improvement in his/her courtesywhen leading and/or serving the Campus community |
| Reports | * Any reports that document nominee’s innovative and critical thinking
 | Incapable Employee**1 – 5 points** | Is incapable in his/her courtesy when leading and/or serving the Campus community |
| 3) Communication  | Employee has demonstrated his/her ability to champion, lead, advocate for or administer a service culture by providing accurate information and advice to customers | Performance Appraisals | * Supervisor performance Appraisals
* Emails/Written accounts/Documented observations on how nominee performed a directed task, duty or project
 | **20** | Excellent Employee**16 – 20 points** | Is excellent in his/her communication when leading and/or serving the Campus community |
| Testimonials | * Emails that commend nominee on a job well done
* Written accounts
* Documented observations
 | Capable Employee**11 – 15 points** | Is capable of his/her communication when leading and/or serving the Campus community |
| Reports | * Any reports that document work done by department for which nominee is directly responsible for. Please state nominee’s role in completing work cited in report.
 | Improving Employee**6 – 10 points** | Is showing improvement in his/her communication when leading and/or serving the Campus community |
| Proposals | * Proposals submitted by nominee that shows considerable evidence of relevant criterion
 | Incapable Employee**1 – 5 points** | Is incapable of his/her communication when leading and/or serving the Campus community |
| 4) Accessibility  | Employee has demonstrated his/her ability to champion, lead, advocate for or administer a service culture where he/she frequently avails himself/herself to provide service(s) to customers and is always approachable | Performance appraisals | * Supervisor performance Appraisals
* Emails/Written accounts/Documented observations on how nominee performed a directed task, duty or project by corresponds to the strategic goal of the University
 | **15** | Excellent Employee**12 – 15 points**  | Is excellent in his/her accessibility when leading and/or serving the Campus community |
| Testimonials | * Emails that commend nominee on a positive work-life balance
* Written accounts
* Documented observations
 | Capable Employee**8 – 11 points** | Is capable in his/her accessibility when leading and/or serving the Campus community |
| proposals | * Proposals submitted by nominee that shows considerable evidence of relevant criterion
 | Improving Employee **4 – 7 points** | Is showing improvement in his/her accessibility when leading and/or serving the Campus community |
| reports | * Any reports that document nominee’s institutional loyalty and engagement
 | Incapable Employee**1 – 3 points** | Is incapable in his/her accessibility when leading and/or serving the Campus community |
| 5) Knowledge/ Skill | Employee demonstrates his/her ability to champion, lead, advocate for or administer a service culture by means of his/her knowledge of products and services and his/her continuous support to service delivery to customers | Performance appraisals;  | * Supervisor performance Appraisals
* Emails/Written accounts/Documented observations on how nominee displayed quality customer service
 | **30** | Excellent Employee**24 – 30 points** | Is excellent in his/her Knowledge/ Skill when leading and/or serving the Campus community |
| Testimonials | * Emails that commend nominee on quality customer service
* Written accounts
* Documented observations
 | Capable Employee**15 – 23 points** | Is capable in his/her Knowledge/ Skill when leading and/or serving the Campus community |
| Portfolios | * Employee portfolio of work that displays quality customer service examples
 | Improving Employee**8 – 14 points** | Is showing improvement in his/her Knowledge/ Skill when leading and/or serving the Campus community |
| Incapable Employee**1 – 7 points** | Is incapable in his/her Knowledge/ Skill when leading and/or serving the Campus community |
| TOTAL  |  |  |  | **100** |  |  |

\*Please note that the attributes scores are not the same and therefore those with higher scores will require more evidentiary verification than lower scored attributes.