**Service Excellence Award Rubric**

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| **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.