

Panther First Award

Everyday, UNI employees achieve excellence by making a habit of exceeding the expectations of our students, co-workers and community.

The **University of Northern Iowa** also makes a habit of saying “**thank you**” for employees’ continued commitment to the university and its core values. Please help us by identifying employees who have exceeded your expectations and demonstrated service excellence through their attitude, their teamwork and/or their initiative.

Simply complete the form and drop it in campus mail. A certificate will be delivered to the employee(s) named above, thanking them for demonstrating what it means to put “**Panthers First!**”

Return to: Panther First, Human Resources 0034

Your name: _____

I am a UNI _____ student _____ employee _____ alumni _____ vendor
_____ community member _____ donor _____ other

I would like to thank _____ for achieving service excellence and extraordinary attitude/teamwork/initiative (circle one) by:

Please explain how the event achieved service excellence in one or more of the following dimensions.

ATTITUDE

Excellent customer service is defined as service that is helpful, friendly, cheerful and respectful. In addition, excellent customer service is timely and follows the problem or issue through to its successful completion. A customer-focused employee is patient, approachable, courteous, sincere and knowledgeable.

TEAM WORK

Superior teamwork is defined as compassionate, cooperative, supportive and collaborative. Superior team players always find the best qualities in others, share information and talents and are dependable. In addition, they attempt to solve problems and conflict productively, treat people fairly, invite discussion and persist even under times of stress.

INITIATIVE

Employees who demonstrate outstanding initiative are self-starters, motivated and innovative. Along with their excellent abilities to coordinate work, they take ownership in their work and seek to improve processes.