

Service Excellence Award Nomination

The Service Excellence Award is awarded to individuals that provide extraordinary value to Shannex by living the organizational values through demonstrating the Eight to be Great.

Eight awards will be given annually; All nominations will be reviewed and scored by a committee of Shannex employees that will then be reviewed by the Resident & Family Advisory committee for final scoring and approval.

* 1. Nominee Information

Details of the person you are nominating

Nominee's Name:

Nominee's
Building/Campus:

* 2. Nominator Information

Details on the person making the nomination

Your Name:

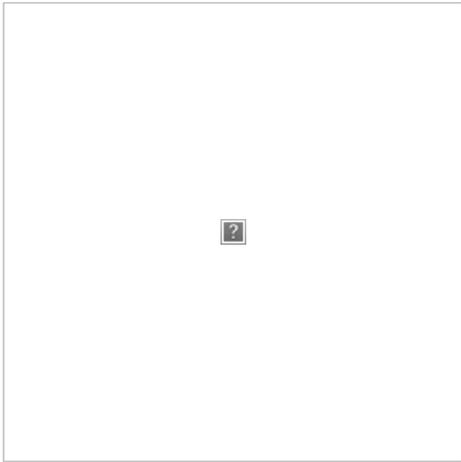
Your Building/Campus:

Your Email:

2020 Excellence Awards Nomination Form:

Nominator Testimonial: In this section, we ask you the Nominator to please describe why in your opinion the nominee is deserving of the award. Ensure that your content describes how the nominee lives our core values when it comes to service excellence. Be sure to use specific examples as the selection committee will exclusively use the content of the nomination to select winners. The values and sample criteria are available on the next page.

Supporting Testimonials: This section helps build a case to support your nomination. Testimonials can be from Managers, Co-Workers, Residents, or direct reports and should be specific examples around why the nominee is deserving of recognition.

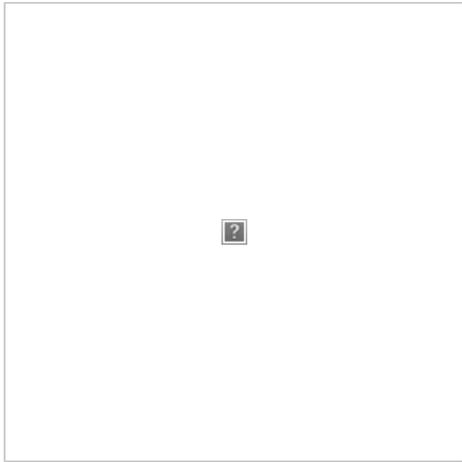


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Nominations will be judged solely on the information provided by the nominator in relation to Shannex's core values. Below you will find our core values and sample criteria that the selection committee will use as a guide during the selection process.

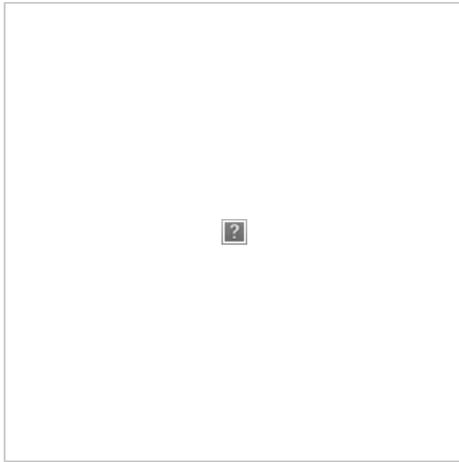
Core Value	Sample Criteria
Residents First:	<ul style="list-style-type: none">• Understands the importance of saying "Hello" and making eye contact• Strives to use people's names when greeting them to ensure they feel special• Values the differences in their team and clients• Works to uphold the dignity and privacy of others• Ensures we live our Philosophy of Service
Trusted	<ul style="list-style-type: none">• Works to create positive relationships with others• Celebrates client and team accomplishments• Understands the importance of saying "Thank you"

Partnerships:	<ul style="list-style-type: none"> • Actively listens to those around them • Ensures they are kind and clear when communicating to the team and clients 	
Improving Quality:	<ul style="list-style-type: none"> • Strives to learn and develop their skills by completing additional education and/or reading outside of the workplace • Is always willing to help others • Openly seeks feedback from others • Thinks creatively to find out-of-the-box solutions to service issues • Commits to finding a solution to any issue 	
Being Accountable:	<ul style="list-style-type: none"> • Supports others in being safe when delivering service excellence • Ensures are properties are clean and presentable to ensure a great experience • Influences those around them to deliver service excellence • Has a positive outlook no matter what comes their way • Inspires a passion for service excellence 	



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* 3. **Nominator Testimonial:** Please describe in detail why this employee is deserving of the Service Excellence award. Please use specific examples and ensure to include how the nominee demonstrates Service Excellence in relation to all four values.



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4. **Supporting Testimonials:** Please include any testimonials from the nominee's Manager, Co-workers, and Residents that support your nomination. Supporting testimonials are not mandatory but are a valuable addition to any nomination. Supporting Testimonials help to reinforce and validate a nomination.