

Date of Plan: August 24, 2001

Organization: School of Medicine

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- 1) *Name of Recognition & Reward Program:* **Customer Service Recognition Award**
- 2) *Goal/Objective:* Recognize individual exemplary incidents of customer service. This award will be presented at the departmental level.
- 3) *Business Reason(s) for Using Program:* Encourage employees to think about the impact of their efforts and to develop a positive, customer service oriented attitude.
- 4) *Nomination Process, if applicable:* Supervisor recognizes the service incident by thanking the employee and providing a congratulatory letter about the event.
- 5) *Criteria to Be Used to Differentiate Levels of Awards:*
 - Level 1:**
 - 5 documented incidents. Award presented may be up to the policy cap.
 - Level 2:**
 - 10 documented incidents. Award presented may be up to the policy cap.
 - Level 3:**
 - 15 documented incidents. Award presented may be up to the policy cap.
- 6) *Approval Process:* Department head makes the final decision.
- 7) *Communication Plan:*
 - a) *How do you plan to communicate the program to employees or teams, if applicable?*
 - Periodic reminders at meetings of department heads and administrators; e-mail announcements and letter from Dean to department heads and administrators; announcements to Employee Councils; periodic notices in the Link.
 - b) *How do you plan to notify the employee or the team of the award?*
 - Level 1:**
 - Congratulatory letter from department head to employee.
 - Level 2:**
 - Above, plus e-mail announcement to entire department.
 - Level 3:**
 - Above, plus a letter from the Dean to the employee.
 - c) *We plan to publicize the award by:*
 - Level 3:** Notices to the Link and Inside UVA.
- 8) *Training:*

How do you plan to train your organization's management, if applicable, who will be using the program?

We will work with University Human Resources to develop a training plan that encourages supervisors to use all Rewards & Recognition plans to foster excellent employee outcomes, creative problem-solving, outstanding customer service, and conscientiousness on the job. The training plan will also explain how the Rewards & Recognition opportunities work in conjunction with and complement the objectives of the CMAC and the annual evaluation processes.