**I – 1 Service Excellence Advisor – 1st Year**

Name of Nominee:

Name of Organization:

Nominated By:

Approved by Service Excellence Council? □ Yes

A. Provide a brief snapshot of “why” this individual is being nominated.

*Your comments should focus on his/her outstanding qualities as an SEA, with some information about this person as an exceptional individual, a “good influence” on the organization’s life and culture.*

B. How has this nominee made a difference?

*Why is this particular person the difference-maker --- on his/her team, or among the whole cadre of SEAs? What makes this individual stand out from the rest?*

C. How and what impact has this SEA had on patient/customer satisfaction?

*Describe the “gift of connectivity” this person has when in personal contact with patients or with non-clinical ‘customers.’ Quotes from patients/customers are very useful.*

D. What’s the impact this SEA has had on improving employee morale and the culture of the organization? How did he/she accomplish this?

*Tell us what this individual’s special talent is. Leadership? Ability to build consensus? Compassion? Simply walks the walk?*

1. What impact has this SEA had on improving the community’s perception of the organization?

*Please provide specific details.*

F. What behaviors distinguish this nominee from other SEAs?

*Give us details of how this SEA has provided leadership and service “above and beyond.”*

**This nomination, with supporting documentation (if applicable), should be sent via email to** [info@hcsecawards.com](mailto:info@hcsecawards.com) **once approved by the Service Excellence Council.**