**T – 7 Service Excellence Advisor Team**

The Nominated Team’s Name:

Team Member Names: *(List them separated by a comma)*

Name of Organization:

Nominated By:

Approved by Service Excellence Council? □ Yes

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

*What is exceptional about this team of SEAs? What was unique about what they brought to their Workshop presentations? Were they super-creative? Inventive? Great teachers? Or was this the “go-to” team you could always count on to fill in for another group? Was this a team which was resilient enough to overcome a series of barriers? Why are they different from all other teams?*

B. How has this team made a difference?

*What do we celebrate in giving them this award? Change is about ‘what’s different now?’*

*What’s the difference-maker about this team of SEAs? Got a good story about them?*

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

*In large part, the Service Excellence Workshop is about excellence in service. Were there any ways in which this team put their finger directly on the pulse of patient satisfaction --- and transmitted their own service commitment to their Workshop attendees?*

D. How and what impact did the SEA Team have on improving employee morale and the culture of their environment?

*Was there something about this presenting team that just seemed to bump up morale? Did a large number of people come out of their Workshops “bumped and pumped?” Were they simply terrific role-models for Service Excellence? How’d they do it? Tell us.*

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

*Please provide specific details.*

F. What behaviors allowed this SEA Team to stand out from others?

*Share details of how this team encouraged a service culture that goes “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.**