**Star Performer Nomination Form**

# Program Overview:

The Star Performer Program is designed to recognize team members for providing ***exemplary customer service that exceeds the normal scope of job responsibilities***. Recipients are recognized monthly, quarterly, and annually with a “Breakfast with the Stars.” There is no limit on the number of times team members may be nominated. Nominations may be submitted by residents, other team members, other agencies, or the general public.

# Instructions:

Complete the following form or submit a letter and return to the Human Resources Director. Include the name of the team member(s) being nominated and how the team member(s) exhibited one or more of the following keys of service excellence.

1. Build Positive Relationships
2. Anticipate Customer Needs
3. Use Good Communications
4. Demonstrate Professionalism
5. Provide Reasonable & Timely Responses
6. Take Ownership
7. Practice Positive Service Recovery
8. Exceed Expectations
9. Promote Teamwork

# Please complete the following information for the team member(s)*:*

# Your Name: Click here to enter text.

**Nominee’s Name(s):** Click here to enter text.

**Nominee’s Department(s):** Click here to enter text.

**Please describe how the nominated team member(s) has/have exhibited one or more of the above keys of service excellence in providing service that exceeds the normal scope of job responsibilities. (1-2 paragraph maximum):**

Click here to enter text.

**SUBMIT TO**

**City of Newton**

**HR Department**

**P O Box 550**

**Newton NC 28658**

**Fax: 828.695.4353 or email to belrod@newtonnc.gov**