



STAFF AWARDS OF EXCELLENCE

Appendix B: Letter of Support

You have been asked by a Nominator to complete a Letter of Support for a Nominee of a Staff Award of Excellence honouring exceptional contribution in the area of **ENHANCING THE UBC EXPERIENCE (CUSTOMER SERVICE)**.

- INSTRUCTIONS:**
1. Review the award criteria.
 2. Describe how the nominee meets some or all of the criteria.
(maximum 2 pages)
 3. Give the completed letter of support to the Nominator for consideration.

If you have questions about writing a letter of support, please contact Lisa Frost at 250.807.9021 or lisa.frost@ubc.ca.

AWARD CATEGORY: **ENHANCING THE UBC EXPERIENCE (CUSTOMER SERVICE)**

- AWARD CRITERIA:**
- Improved the value and efficiency of the services they provide
 - Maintained a consistently high quality of service to UBC Okanagan customers including faculty, staff, students and alumni
 - Anticipated clients’ needs and potential problems and acted to proactively resolve
 - Created new, cost-effective and/or innovative methods for performing day-to-day operations
 - Displayed exemplary problem-solving skills
 - Served as role models to others through openness to new ways of doing things and consistently positive interactions

NAME OF NOMINEE: _____

LETTER OF SUPPORT WRITTEN BY:

NAME: _____

JOB TITLE: _____

CONTACT INFORMATION: _____



