**I – 2 Service Excellence Ambassador**

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.

*Please focus your commendation of this Ambassador on the individual’s qualities as a wise counselor and advisor. Telling details about this person as a mentor are helpful: What are this Ambassador’s unique strengths? Why was he/she successful in this role?*

B. How has this nominee made a difference?

*Please cite some examples of how he/she successfully mentored SEAs and the SEA Teams.*

*What off-the-wall ideas did this Ambassador come up with, that were practical --- and successful?*

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

*Through those he/she mentored, can you describe this person’s impact on patients and/or non-clinical ‘customers?’ How did this Ambassador set the pace of commitment for others? How did they function as a role model? If this person never mentored before, does he/she have a unique gift for the job? Would this award solidify awareness at your organization of this person’s special talent? Some anecdotal information would be very useful.*

D. How and what impact did this Ambassador have in improving employee morale and the culture of the organization?

*Again, his/her influence is indirect. (Magic Johnson doesn’t play any longer, but indirectly as a Laker mentor, he improves morale and guards the team’s culture.) How did this Ambassador fulfill that role?*

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

*Please provide specific details.*

F. What behaviors distinguish this nominee from other Ambassadors?

*Give us details of how this Ambassador 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.**