



**JURONG WEST SECONDARY SCHOOL  
ANNUAL JWSS SERVICE EXCELLENCE AWARD (JSEA)  
2018**

(School Counsellors, Workshop Instructors, Science Laboratory Technicians, Operation Managers, Administrative Staff and Operations Support Officers)

**NOMINEE**

**Name of Staff**

Mr. / Mrs. / Ms. / Mdm. \_\_\_\_\_

**Reasons for nomination**

In your write-up, please include the following:

1. What are the qualities demonstrated by the nominee that makes him or her deserving of the award?
2. Describe an experience or an occasion during which the nominee had made a positive impact on you.
3. How is the nominee a positive role model for students and other staff?

**Nominated by** : Name: \_\_\_\_\_ Class: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

<b>Purpose of Award</b>	The Service Excellence Award is aimed at acknowledging and rewarding staff in our school that are committed to achieving service excellence.
<b>Nomination Criteria</b>	The award is open to all full-time non-teaching staff currently working in Jurong West Secondary School.
<b>Judging Criteria</b>	<p>In general, the panel will be looking at deserving staff who has shown personal qualities, work attitude, etc. that reflect C.A.R.E (Courtesy, Accessibility, Responsiveness and Effectiveness), People/ Student Centricity, Empathy and Heart in service delivery.</p> <p><b>Courtesy</b> – Polite, considerate, flexible and uses good judgement to understand and respond to different needs</p> <p><b>Accessibility</b> - Making oneself available within reach for convenience of internal and external customers</p> <p><b>Responsiveness</b> - Promptness of service delivery, proactively meeting customers’ needs, flexibility to accommodate special needs</p> <p><b>Effectiveness</b> - Consistent quality and reliability of services delivered to customers</p> <p><b>People/Student Centricity</b> –Putting people/student at the centre of what they do</p> <p><b>Empathy and Heart</b> – Deliver service with empathy and greater heart and put ourselves in customer’s shoes</p>
<b>Submission deadline</b>	17 July 2018 (Tuesday) at 5pm
<b>Nomination forms to be submitted to</b>	General Office