

SAMPLE 1

OVC Infinite Mile Award Sample Nominations

Nominee Name: Sally **Award Category:** Innovation & Creativity

Reason for Nominating: I am nominating Sally for her successful realization of the [Project], an innovative new system, and also for her exemplary services as a [position] in the [office name].

Within a few weeks of starting work on the [Project], Sally created a wonderful, easy-to-use, professional tool that allowed us to collect important data. We used this new system enthusiastically for a semester and found the data to be immensely valuable for making critical decisions. Sally not only created the database and the interface, but also trained us and created all the necessary reports. She also sought our feedback and made many improvements to the database. The tool itself has been great, but it is Sally's can-do attitude that sets her apart. Every step of the process was completed quickly and efficiently. The overall product was of superior quality.

Such great efforts locally do not go unnoticed and Sally was asked to create this tool on a much larger scale, for multiple users. This was a huge project which required Sally to overcome a number of internal and external obstacles in order to get it off the ground. Sally's commitment to excellent service, her ability to pay close attention to detail, and her awesome communication skills were essential ingredients to moving this project forward. She had to create new interfaces to meet the needs of a very diverse set of constituents. She also had to convince folks that it was truly an easy-to-use system and that it was doable within existing workflows. She made modifications as required adapting to local needs. Sally trained many people on how to use the new system. She assessed people's needs, analyzed the results and created reports to meet the organizational needs. What sets Sally's performance apart is the manner in which she accomplished all of these formidable tasks. Sally was flexible in meeting the demands of many under tight deadlines.

In addition to the wonderful work she did on this project. Sally is always very responsive when we need something. She clearly derives enjoyment from her duties and her enthusiasm has contributed to the fun working atmosphere in

our office. She always has something new to share and even while she worked on this large project she continued to provide seamless service to her many clients.

Sally really exemplifies the award criteria in several categories, including innovation and creativity and excellent customer service, for this reason I am nominating her for an OVC Infinite Mile Award.

SAMPLE 2

OVC Infinite Mile Award Sample Nominations

Nominee Name: Walter **Award Category:** Customer Service

Reason for Nominating: Walter is being nominated for his outstanding service to our clients, dedication to his fellow employees and outstanding work ethic.

Walter works as a [position] in our [office name]. Typically we have 5 employees working in this visible front-line position. For much of 2005, we were short staffed and Walter was the only long-term employee in his role. I don't know what we would have done without him! For many students, faculty and staff, Walter is the face of the office. He helps maintain the excellent service reputation our office enjoys, while retaining his commitment to projects within our office and elsewhere at MIT. A substantial filing project was carried out in our office during 2005. We needed to archive several years' worth of records in order to create much needed records space. Walter sorted and catalogued a decades' worth of records while continuing to perform his normal duties. Most impressively he served as a valuable resource to several newly hired employees. No matter how busy Walter was with his own assignments he always found time to answer questions, and mentor new colleagues.

Here are a few examples of the kinds of the comments I have received from others regarding Walter's outstanding service.

"Walter, is very knowledgeable, helpful and patient. I rely on Walter for information without which I would not be able to do my job successfully. When I've had trouble locating information Walter has always helped me find the answer. He is never too busy to interrupt what he is doing and help me."

"Walter makes a huge difference in my life and the lives of others in our group by being a very dedicated [position]. Walter can answer or quickly find the answer to any question posed by a student, staff or faculty person. We rely on Walter and are incredibly lucky to have him in our office. He is always friendly and helpful and I don't think there is anyone else who is as willing as Walter to pitch in."

"Most of the requests I ask for are 'last minute' and Walter has never let me down. I don't know what I'd do without him."

For his outstanding service to our clients, dedication to his fellow employees and outstanding work ethic, I would like to nominate Walter for an OVC Infinite Mile Award for customer service and collaboration.