



TRINIDAD AND TOBAGO PUBLIC SERVICE EXCELLENCE AWARD 2023

NOMINATION FORM

Name of Ministry/Department/Agency: _____

Overall Goal of the Public Service Excellence Award

To recognize and reward Public Sector Employees who by their disposition, actions and interactions, consistently demonstrate themselves to be Ambassadors for an agile, proactive, responsive, result-oriented Public Service that seeks to meet and exceed customer expectations in the delivery of high quality public services.

SECTION ONE: NOMINATION DETAILS

1.0 Please provide the basic details for the **person you wish to Nominate** for the Public Service Excellence Award.

NOMINEE INFORMATION

Name of Nominee: _____
Last Name First Name

Post: _____

Contact Information: Office Number _____ Ext. (if applicable) _____
Official Email address _____

Gender: M F Other

Division/Unit: _____

3.0 TEAM SPIRITED AND PERFORMANCE ORIENTED

DESCRIPTOR: Is responsive to the needs of others, embraces challenges, does not step back from assigned responsibilities, empowers and/or supports team members to accomplish individual and team goals.

- Fosters good working relationships
- Works well within diverse teams
- Openly shares information and advice to assist others.
- Assumes leadership when necessary to accomplish team goals and tasks
- Assists team to meet or exceed performance targets and service standards

4.0 CUSTOMER-FOCUSED ORIENTATION

DESCRIPTOR: Displays sensitivity in engaging with customers including those with special needs, facilitates customers' ease of doing business with the organisation, goes the extra mile in actively seeking to address the outcomes that matter to customers, and which can improve their experience and satisfaction with services.

- Anticipates customer needs
- Readily provides accurate information and advice to those requiring same
- Seeks to resolve challenges faced by customers
- Seeks to resolve customer complaints
- Encourages customer feedback, whether positive or negative to effect service improvements

SECTION THREE: NARRATIVE ON THE NOMINEE'S CONTRIBUTIONS

3.0 Based on the Criteria and Sub-Criteria selected, please provide in the space below, a brief description of how the Nominee fulfilled them. In so doing, highlight at least two (2) specific examples per Criteria of the scenarios, actions and contributions of the Nominee, and the results and/or impacts that were achieved. Please **do not exceed 500 words** across all Criteria for this section.

CRITERION 1.0 - PROFESSIONALISM	
<u>Example</u>	
(a) What was the situation? _____	

(b) What did the Nominee do/what were the Nominee's contributions? _____	

(c) What was the result/what was achieved? _____

CRITERION 2.0 - INNOVATION AND CREATIVITY

Example

(a) What was the situation? _____

(b) What did the Nominee do/what were the Nominee's contributions? _____

(c) What was the result/what was achieved? _____

CRITERION 3.0 - TEAM SPIRITED AND PERFORMANCE ORIENTED

Example

(a) What was the situation? _____

(b) What did the Nominee do/what were the Nominee's contributions? _____

(c) What was the result/what was achieved? _____

CRITERION 4.0 - CUSTOMER-FOCUSED ORIENTATION

Example

(a) What was the situation? _____

(b) What did the Nominee do/what were the Nominee's contributions? _____

(c) What was the result/what was achieved? _____

11. Date Nomination Form Reviewed: _____ / _____ / _____
DD MM YYYY

12. Official Sign Off:

Head of Ministerial Committee (Name in Block Letters): _____

Signature: _____

Post: _____

Date: _____ / _____ / _____
DD MM YYYY