

2014 DLM Pro Employee Recognition Awards Criteria

1. Customer Service Professional of the Year: Front Office & Support Services

- Outstanding service at a consistently high level in working with and communicating with customers in an office-based environment.
- Improvements that enhance customer satisfaction.
- Elimination of barriers for customers.
- Role model through positive interactions with customers.

2. Customer Service Professional of the Year: Out & About

- Outstanding service at a consistently high level in working with and communicating with customers outside of an office environment.
- Improvements that enhance customer satisfaction.
- Elimination of barriers for customers.
- Role model through positive interactions with customers.

3. Customer Service Team Excellence

- Outstanding service at a consistently high level in working with and communicating with customers.
- Improvements that enhance customer satisfaction.
- Elimination of barriers for customers.
- Role model through positive interactions with customers.

4. Employee of the Year

- Consistent, exceptional, accurate and professional work on projects, tasks, and assignments.
- Impact of accomplishments.
- Resourcefulness, creativity and dedication.
- Customer service commitment.
- Teamwork spirit.
- Role model to others.
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5. Supervisor of the Year

- Professionalism and outstanding leadership qualities and behavior.
- Impact of accomplishments.
- Customer service commitment.
- Motivates others to excel.
- Leadership by example in contributing to the team's or unit's productivity and outcome.
- Initiative to make things better.

6. Manager of the Year

- Professionalism and outstanding leadership qualities and behavior.
- Significant organizational commitment to customer service.
- Impact of accomplishments.
- Leadership by example in contributing to the team's or unit's productivity
- Leadership by example in contributing to the team or unit's productivity and outcomes.
- Initiative to make things better.
- Management of resources.
- Professional involvement on local, national or international level which contributed to or brought positive recognition to the government of Guam.
- Community/civic involvement and volunteerism which contributed to or brought positive recognition to the government of Guam.
- Training, awards and recognition.
- Published articles, papers delivered at professional meetings.
- Active membership in professional, community & civic organizations and offices held, if any.

7. Project/Program of the Year

- Quality of work.
- Impact on the public.

8. Unit of the Year

- Quality of work.
- Impact on the public.

9. Cost Savings/Innovative Idea of the Year

- Suggestions and/or implementation of new ideas that reduce costs or increase revenues.
- Suggestions and/or implementation of new ideas that increase quality or enhance customer satisfaction.
- Suggestions and/or implementation of new ideas that increase efficiency by saving time increasing productivity.

10. Integrity Award

- Adherence of moral and ethical principles.
- Soundness of moral character.

- Integrity above that which is normally expected of a government employee.

11. Inspiration & Encouragement Award

- Consistent support to co-workers.
- Use of positive behaviors for better workplace.
- Teamwork and unity spirit.
- Consistent volunteerism whenever and wherever needed.

12. Behind the Scenes Award

- Consistent dedication and commitment.
- Support of co-workers and team.

13. Lifesaving Medal

- Lifesaving

14. Community Service & Volunteerism

- Community/civic

15. Photo of the Year

- Human interest.
- General appeal.
- Uniqueness.
- Composition and quality.
- Artistic expression.

