



## Distinguished Service Award Selection Criteria

### **Consistent Excellence**

Those who, day in and day out, demonstrate excellence in their attitude and performance.

Some examples:

- Interacts with others in a positive, enthusiastic and cheerful manner
- Commands the respect of co-workers, supervisor, students and others
- Assists others with both personal and professional challenges that impact work life
- Demonstrates extensive knowledge and competence in a wide array of work related topics
- Uses knowledge and expertise to troubleshoot/solve problems quickly
- Handles a large workload effectively and in a timely fashion
- Acts as a team player and encourages teamwork in others
- Exhibits a high degree of professionalism

### **Exceptional Performance**

Those who demonstrate exceptional performance, above and beyond the call of duty and/or completed a task with a high level of excellence. Some examples:

- Accepts responsibilities and performs duties above and beyond what is normally expected
- Works extra hard to help complete a critical work project/s
- Plays a key role in remedying a crisis or an emergency
- Provides services which are outside the scope of normal work duty
- Completes challenging tasks with little direction or supervision

### **Villanova Community**

Those who perform an activity which significantly enhances our sense of community or fosters a community spirit. Some examples:

- Serves on University committees that promote the department/University and its staff and students
- Acts as a mentor for others by providing advice, guidance, feedback and encouragement
- Helps to integrate new employees or supervisors into the work environment
- Shares personal knowledge and skills with others in an effort to promote the welfare of staff and students
- Serves as a positive role model for others