



# Service Excellence MVP!!

I, \_\_\_\_\_, witnessed \_\_\_\_\_ from the \_\_\_\_\_ department being a **Most Valuable Player** and providing great customer service on: \_\_\_\_\_. They exhibited the following Principle(s) to Service Excellence. (Check all that apply and provide specific details in the space provided below.)

**P**rofessionalism

**A**ttitude

**I**nitiative

**R**ecovery

**C**ommunication

**V**alue Everyone

**O**wnership

**T**eamwork

**E**fficiency

Please e-mail this form to the employee you are recognizing, copy HR: [jharrell@hvlnc.gov](mailto:jharrell@hvlnc.gov), and SE Design Team [mtroughton@hvlnc.gov](mailto:mtroughton@hvlnc.gov). HR: please forward to employee's department head and supervisor.