RED CARPET Award Nomination Form



I nominate the following volunteer or staff member for *rolling out the red carpet* in the name of great customer service by demonstrating one or more of the following criteria.

Name of person being nominated:
Name of person submitting this nomination:
☐ Appreciation, Respect and Dignity Towards One Another
☐ Friendliness and Compassion
☐ Cooperation, Communication and Teamwork
□ Professionalism
Please provide <u>specific reasons or examples</u> to support this nomination. Award criteria can be found on back.

Please submit this nomination to Mary Friend in Volunteer Resources or at mfriend@rmh-indiana.org.

RED CARPET Award Nomination Criteria

In order for a nomination to be "complete" and eligible for recognition and the drawing, <u>detailed examples</u> of one or more of the following criteria need to be observed and cited. Examples include but are not limited to the criteria listed below.

Appreciation, Respect and Dignity Towards One Another

- Attending to guests, volunteers, donors and colleagues by being courteous, demonstrating respect and showing support at all times.
- Valuing and appreciating the opinions of our guests, volunteers, donors and colleagues.
- Respecting diversity and accepting others while refraining from judgment based on age, ethnicity, home town/city, religious beliefs, education, ability to pay or country of origin.

Friendliness and Compassion

- Make each individual who comes to the RMHI feel welcome and treat them with kindness, respect and empathy through our actions and words.
- Practice patience and utilize good listening skills.
- Demonstrate awareness and understanding of one another by showing compassion through good listening skills as well as through words and actions.
- Focusing our attentions on the needs of our families and their hospitalized children.
- Respecting diversity and accepting others while refraining from judgment based on age, ethnicity, home town/city, religious beliefs, education, ability to pay or country of origin.

Cooperation, Communication and Teamwork

- Showing trust, respect and support for one another and working cooperatively as members of a team by valuing the importance of differing work styles.
- Working collaboratively with board, staff, volunteers and outside contacts and partners to accomplish our mission.
- Demonstrating a positive attitude.
- Communicate consistently, effectively and in a timely manner.
- Practice patience and utilize good listening skills.
- Accept conflict as a part of growth and manage, intervene and react in a positive and proactive manner.

Professionalism

- Demonstrate respect for our houseguests, volunteers, donors and colleagues through our words and behavior.
- Present a positive image of the RMHI in all our interactions.
- Meet deadlines and follow up on issues and concerns to assure they are resolved in a timely and positive manner.
- Exhibit unwavering commitment to quality and excellence in all that we do.
- Utilize the RMHI mission as the foundation and guiding principle for all we do.