

Bauer STAR



- Bauer STAR Rewards Program will begin on August 1st 2009.
- STARS are given to Bauer staff that have made exceptional contributions and exceeded expectations in delivering superior quality of customer services to external customers (students, or prospective students, vendors, etc) or internal customers (other staff, departments and colleges within UH)

Criteria for receiving a STAR are flexible. In general, the award recognizes exceptional performance or exemplary actions resulting in quality service, including compassion and caring, that go well beyond expectations for customer service. Some examples are:

- Going above and beyond to help a student
- Helping a colleague with a project
- Exceptional organization and performance of an event

How to get a STAR:

- Blank STAR cards will be distributed by the SRC to all Bauer staff and/or supervisors to be accessible in their offices at any time. If the departmental supply is depleted, additional blank STAR cards can be requested from the SRC committee.
- Blank STAR cards will be available at staff's desks to encourage people to award them. Staff can give information about the Bauer STAR Program to students, faculty and others that might be willing to award them.
- Anyone within UH (prospective students, students, other staff & faculty) can give a STAR to a Bauer staff member by filling out the STAR card.
- If a staff member receives a special thank you email or thank you card for outstanding service, the email or card can be taken to a SRC committee member to complete a STAR for them (this cannot be a basic thank you email, it must be one for outstanding service; it will be evaluated by the SRC member to see if it qualifies for a STAR).
- When a Bauer staff member receives a STAR, they must take it to one of the SRC members to get it validated/stamped.
- SRC member will log the entry into the SRC spreadsheet to keep track of valid stars.
- A \$250 prize will be awarded three times per year. The staff member with the greatest number of STARS for the preceding time period wins. If there is a tie, the money will be split equally among the winners.

Time periods:

- Period 1 Award: (Deadline December 1st)

Stars received from August 1st thru November 30th

- Period 2 Award: (Deadline April 1st)

Stars received from December 1st thru March 31st

- Period 3 Award: (Deadline August 1st)

Stars received from April 1st thru July 31st

To qualify to win, the Bauer staff member submits the STAR participant form (with all his/her STARS stapled to it) to a SRC member by the deadline.

SRC member will verify the STARS on the spreadsheet and certify the final number.

STARS from a previous time period cannot be used towards a future period.

Bauer STAR Participant Form

Staff Name: _____

Staff Department: _____

Email: _____ Phone Number _____

Circle the quarterly award for which you are applying:

- Period 1 Award: (Deadline December 1st)
Include all Stars received from August 1st thru November 30th

- Period 2 Award: (Deadline April 1st)
Include all Stars received from December 1st thru March 31st

- Period 3 Award: (Deadline August 1st)
Include all Stars received from April 1st thru July 31st

Total number of Stars*: _____

*All STARs must be validated by SRC stamp before submitting them for an award. STARs from previous time-periods cannot be used towards a future time-period.

Signature of Staff Member Date

Received By (SRC signature) Date

