

**LAWRENCE TECHNOLOGICAL UNIVERSITY  
NOMINATION BALLOT  
BI-ANNUAL MARY ANN MARCUM CUSTOMER SERVICE AWARD**

## Award Criteria

### Description:

This award, made possible through a generous gift by Frank E. Marcum in memory of his late wife, Mary Ann, will be presented to LTU employees bi-annually of any job classification (faculty, staff or administration) who provide their customers (co-workers, students, etc.) with quality service and assistance. They are consistently responsive to questions, return phone calls, make special efforts to fill requests, and are helpful and courteous. This award recognizes Lawrence Tech employees who unfailingly provide outstanding assistance and cooperation. The recipients are selected by a selection panel and the award is presented by a member of the Marcum family and the President of Lawrence Technological University.

### Deadline: Wednesday, September 3, 2008

The second award will be conferred on Thursday, September 18, 2008 at Noon during the Service Awards Luncheon in the Faculty Dining Commons.

### Criteria:

1. Responded to requests from internal and external customers for assistance and/or information beyond expected job performance.
2. Exhibited behavior or performed activities that improved morale and public relations.
3. Has been employed for a minimum of one year at Lawrence Technological University.

### Award:

Winner will receive special recognition at the Customer Service Awards reception, commemorative plaque, as well as a cash award .

### Procedure:

Nominations are made by completing a nomination form, outlining how the nominee has met one or more of the items of criteria. (Your nomination may be submitted in a format other than the form, but it must meet the submission requirements outlined on the form.) **The nomination may be made by any Lawrence Tech employee, or an external customer (Ex: Student of LTU).** The completed nomination form is submitted to the Awards Committee. Please mark the nomination "confidential" and send it to:

Marcum Awards Committee

Office of University Advancement

Attn: Dino Hernandez, Asst. V.P. for Major Gifts/Campaign Director ([hernandez@ltu.edu](mailto:hernandez@ltu.edu); x2308)

Room M345

248-204-2300

**LAWRENCE TECHNOLOGICAL UNIVERSITY  
NOMINATION BALLOT  
FIRST (BI-ANNUAL) MARY ANN MARCUM CUSTOMER SERVICE AWARD**



I nominate:

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From the Office of:

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In the space below, please describe the qualities of the person you nominated. What makes this person stand out in your mind? What interactions have you had with this person? What aspect of the way this individual does their job has made the greatest impact on you and reflects their approach to customer service?

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Please check the appropriate line below:

\_\_\_\_\_  
Print your name here

I'm a member of the faculty

I'm a member of the staff

\_\_\_\_\_  
Signature

I'm an administrator

I'm a current LTU student