



Offering you a way to say *Thank you!* For the outstanding customer service you received!

Program Description

The WARRIOR (Dedicated, Outstanding, and Respected Service) Award is presented monthly to someone in the MSS who understands and exemplifies exceptional customer service, which in turn results in a positive impact on everyone including students, parents, coworkers and members of the community.

Who Gets Nominated?

Faculty and staff members are nominated by anyone in the MSS or community by completing this form (see second page). All nominations must include information on how the individual has provided exceptional customer service as well as how the employee's actions impacted the nominator. The name and contact information of the nominator must be included.

How are Recipients Selected?

The MSS administrators and managers meet monthly representing all schools and district departments. The administrators and managers are charged with reviewing nominations and selecting a MSS employee who exhibits the traits of exceptional customer service.

What is the Process for Honoring WARRIOR AWARD Recipients?

Each WARRIOR Award Customer Service recipient will be recognized by the MSS School Board at a monthly School Board meeting.

Recipients will have no idea who nominated them, as that will be kept secret until the Board meeting when the nominator is asked to join the recipient.

WARRIOR Award Customer Service recipients will be given specially-designed WARRIOR Award certificates from the School Board to be displayed in their work area.

In addition, recipients will be featured on the District Website, on the Facebook page, in the Warrior Weekly, and in the Meskwaki Nation Times. An annual publication highlighting all of the WARRIOR Award recipients for the academic year will be published and distributed throughout the community.

What happens when a Nominee is not Selected as a WARRIOR Award Customer Service recipient?

Nominees not selected as WARRIOR Award Customer Service recipients for a particular month are held for one more month. Following that time, the nomination forms of those not selected will be forwarded to the individual's supervisor where they are recognized within the school or department.



Dedicated, Outstanding and Respected Service by Meskwaki Settlement School's Valuable Employees

WARRIOR AWARD: Do you know someone in your school or department who really "gets it" when it comes to exceptional customer service? If so, the Meskwaki Settlement School wants to recognize them for having a positive impact on students, staff, parents and families. We are looking for a MSS Employee who has made a special effort by performing outstanding service. Please complete below, then return to the Superintendent's office either in person or send to: MSS Warrior Award 1608 305th Street, Tama, IA 52339

Please Honor: _____ **Building:** _____
(Employee's Name)

Date of Nomination: _____

Name of Person Submitting Nomination: _____

Phone: _____ **Email:** _____

Below, please share your experience, the impact the individual had on you and/or others, and why you are nominating this employee for the WARRIOR Award: