

SUE RYAN SERVICE QUALITY AWARD

Guidelines

OBJECTIVE

- To recognize exceptional service and quality by a CERC Service Member in their profession, and to recognize significant contributions to community service through volunteerism.

CRITERIA

- CERC Service Member in good standing
- Goes above and beyond client/customer expectations
- Embodies exemplary service qualities as demonstrated by Sue Ryan:
 - Superb customer service
 - Desire to strive to be the best
 - Positive attitude
 - Professionalism
 - Taking initiative and taking responsibility
 - Contributions to the mobility industry e.g. through committee work on the national or regional level, articles for Perspectives magazine, attendance and presentations at industry events etc.
 - Community Service commitment, e.g., fundraising, coaching, volunteering time for specific charity, sports team or school activity.

NOMINATION PROCEDURE

- Nominee must be a CERC Service Member in good standing
- Any CERC Member in good standing may nominate an individual for the Award
- Nomination Forms are available on the CERC website
- Nominators will be required to provide rationale and background information on the nominee
- A letter of support must be submitted with the Nomination Form
- Nomination Forms must be completed and forwarded to CERC during the nomination period of May 1 – June 30 of each year
- A Committee made up of at least one CERC Board Member and three other CERC Members (including Past Presidents) will review and consider nominations each summer
- The award will be given annually, assuming a nominated member meets the criteria
- The recipient will be announced at the CERC Annual Conference