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RRXX-TEZA-ZYZB

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MITIE Stars  
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## To help get to grips with the MITIE Stars Awards categories, we've outlined just a few of the achievements that make worthy winners...

### Brilliant Customer Service

Recognising the individuals that really stand out with the service they provide to a customer and/or colleague. Nominations for this category could be based on one or a combination of the following achievements:

- Consistently providing an excellent service for a customer/colleague that goes above what's expected;
- Going out of their way and exceeding expectations to add value for a customer/colleague;
- Being impressively passionate about what they do, who they work for and the people they work with, demonstrating a strong willingness to help a customer/colleague through fresh thinking and innovation;
- Being proactive in everything they do and helping to maintain a great customer relationship;
- Long-term service where they have played a strong mentoring role to others throughout their career; and
- Developing an innovative idea, service improvement, or contract extension which has been successfully implemented.

### Best Team\*

Recognising the teams who've worked together effectively to provide an excellent service to a customer/colleague. Nominations for this category could be based on one or a combination of the following achievements:

- Constantly demonstrating high levels of motivation and enthusiasm and adding value to a customer/colleague as a dedicated team;
- Have clearly defined roles and strong leadership skills with the ability to make the team come together to achieve desired results, particularly in adverse conditions; and
- Working passionately and enthusiastically to integrate multiple teams to ensure the best possible service for a client.

\* If two or more individuals have worked together, they will be classified as a team.

### Outstanding Act

Recognising the individuals who've acted exceptionally in an unusual and/or difficult situation while at work such as dealing with a violent individual, using detection skills to solve a crime, fighting a fire, preventing a break in/robbery, or performing life saving first aid.

Nominations for this category could be based upon one or a combination of the following achievements:

- Using initiative and fresh thinking to deal with the situation appropriately, safely and successfully;
- Demonstrating a range of skills to deal with the situation appropriately, safely and successfully; and
- Showing an ability to act speedily and deal with the situation appropriately, safely and successfully.

**NB:** Please note that a team can be nominated for the Outstanding Act category.

Nominations via 'Share a lead, be a star' will automatically be entered in to the Brilliant Customer Service category.

“ I was completely shocked and overwhelmed by the whole thing. MITIE Stars Awards is such a fantastic way of showing that MITIE really cares about its people. ”

Jan Rowe, previous MITIE Stars Award winner

# MITIE Stars Awards

people + passion



