“Customer Compass: Navigating Service Excellence at VCU”
Recognition Form

To: ________________________________

Congratulations!
You found the way to excellence in customer service using VCU’s Customer Compass.

Date and description of customer service being acknowledged:

Signature ______________________ Date ______________________

Respect  Integrity  Responsiveness  Initiative

Instructions:

1. Complete this recognition form when you observe faculty or staff demonstrating VCU’s customer service behaviors: Respect, Integrity, Responsiveness, Initiative.

2. Present the form to the faculty or staff member.

3. Keep a copy.

4. If you supervise the individual, consider this recognition when completing the annual performance appraisal.