



## **COUNCIL MEMBER NOMINATION FORM**

Florida Tech's Center for Student Success seeks candidates on a rolling basis to serve on the 5-Star Guest Services Council, which makes significant contributions to designing and delivering exceptional guest services for the Center for Student Success. The Council consists of up to twelve members to serve up to a two-year term.

Annual nominations are solicited in January to replace the retiring Council members. Nominations are opened to all representative departments within the Center for Student Success. Individuals may self-nominate or nominate others whom they feel would make a strong contribution to the Council.

All individuals who are nominated by others will be contacted to ensure they wish to have their name placed on the ballot. Before being considered, all nominations will also be submitted to their department supervisors for approval.

The Council's charge is to:

- a. Review and recommend program goals and objectives on matters of providing a culture consistent with exceptional guest services utilizing the "5-Star Guest Service" program contents.
- b. Provide oversight of 5-Star Guest Services Training Program and provide shadowing experiences and mentoring for new employees.
- c. Participate in program evaluation, conduct guest service surveys, and recommend evaluation criteria through the review of reports and feedback regarding guest services.
- d. Assess, recommend, and/or provide updates to employees to ensure they are in line with business and industry standards.
- e. Identify new and emerging ways to provide 5-Star Guest Service or elimination of obsolete programs.
- f. Assist in short and long-term planning for guest service improvement; provide input for ways to integrate excellent guest services to all, in order to create a long lasting branding, ultimately becoming the culture of CSS.
- g. Promote the 5-Star Guest Service Program to FIT employees, students, the local community, and the media.
- h. Develop incentive programs to motivate and reinforce exceptional 5-Star service at FIT's Center for Student Success and beyond; assist in recognizing outstanding students, teachers, and community leaders who are recognized for "5-Star Service."

For Council consideration, please return this completed form to Judy Kelliher at the Center for Student Success. It can also be sent via email to her at [jkellihe@fit.edu](mailto:jkellihe@fit.edu).

**NOMINATION FORM**

Name: \_\_\_\_\_ Title: \_\_\_\_\_  
Department: \_\_\_\_\_  
Email: \_\_\_\_\_ Telephone Ext: \_\_\_\_\_  
Nominee's Department Supervisor's Signature: \_\_\_\_\_

**SPONSOR INFORMATION** (Fill in this box ONLY if you are nominating an individual to serve.)

Your Name: \_\_\_\_\_ Title: \_\_\_\_\_  
Department: \_\_\_\_\_  
Email: \_\_\_\_\_ Telephone Ext: \_\_\_\_\_

What is your relationship to the nominee? (Supervisor, Employee, Colleague) \_\_\_\_\_

How long have you known the nominee? \_\_\_\_\_

Please tell us how you believe this employee would contribute to benefit the goals of the Council. Include the skills and perspective that this employee would bring to the committee.

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**EMPLOYEE SELF NOMINATION** (Fill this box in ONLY if you are nominating YOURSELF to serve.)

Which of the following best describes your position (circle one):      Manager / Supervisor / Employee  
Position Title: \_\_\_\_\_

Please tell us why you are interested in serving on this committee. Include the skills and perspective you would bring to the committee, and what you would like the committee to accomplish.

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