

- S** - Service
- T** - Teamwork
- A** - Achievement
- R** - Recognition

I recommend _____
 of _____ (dept/div)

to receive a ★**S**★**T**★**A**★**R**★ Award.

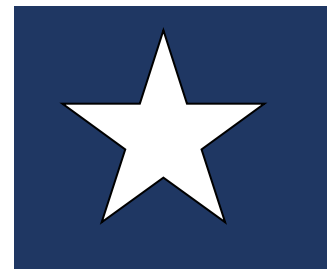
Reason: _____

Submitted by: _____ Dept: _____ Date: _____

Supervisor/Division Head: _____ Dept: _____ Date: _____

Type of Recognition: _____

Action Taken: _____ Date: _____



cc: Submitter
 Department Personnel File
 Human Resources

STAR AWARD

Purpose:

The City of Billings encourages employees to improve the customer service, efficiency and effectiveness of all services provided to the public. The City also recognizes the power of teamwork and the higher level of service teamwork provides to the citizens of Billings. The STAR Award is intended to commend those employees for providing outstanding service and to encourage the continuance of this kind of performance and behavior. Discretion should also be used when recognizing an employee with a STAR Award, as to avoid diminishing the value of the program. A STAR Award may be given to any employee; from one employee to another, from an employee to a supervisor, from a supervisor to a subordinate, or by recommendation of a citizen through the supervisor.

Criteria:

An employee may receive a STAR Award when the employee has been exceptionally helpful, efficient or effective to another employee, project, or citizen by:

1. Solving a difficult problem and following through;
2. Doing an outstanding job on a project;
3. Completing a successful and thorough redirect of a call or citizen at a counter;
4. Improving a work system to provide more effective service;
5. Performing above and beyond the call of duty by assisting an employee or citizen in need;
6. Identifying a person, work team or division through citizen surveys and/or internal customers as providing exceptional service.

Procedures:

1. The nominating employee must request their supervisor's approval for the STAR Award, and decide on the type and the amount of the award to be given. The nominating department is responsible for the cost of the STAR Award.
2. Inform the nominated employee's supervisor that his/her employee has been nominated for a STAR Award. The nominated employee's supervisor has the discretion to approve or deny the STAR Award.

Human Resources will maintain a supply of movie tickets and gift cards that can be purchased by the Department for STAR Award purposes. Each Department can also purchase gift cards at a business of their choice.

Note: Gift cards, debit cards, gift certificates, employee recognition cash awards, etc. are taxable benefits. Movie tickets for Star Awards that are not routinely given to employees (occasionally or infrequently) will be considered a De Minimis Fringe benefit.

3. The STAR Award recognition form is available on the City website under Human Resources/Forms and Resources.
4. The nominating employee will complete the STAR Award form and present it to the nominated employee.
5. The original STAR Award form should be given to the nominated employee with the award. A copy should be placed in the employee's departmental file and another copy sent to Human Resources to be retained in the employee's personnel file.

City of Billings' Mission Statement:

“To deliver cost effective public services that enhance our community's quality of life.”