

**It's easy!**



## **USPS Employee of the Month Nomination and Letter of Support**

### **General Information and Instructions**

#### General Information

Who can be nominated for the USPS Employee of the Month award?

- Any USPS employee who has at least two years of USPS service and whose job performance is satisfactory or above.
- Any USPS employee who has not received this award in the past three years.

**(The above criteria will be verified by HR.)**

Who can nominate an employee for this award?

- Anyone with UCF affiliation can nominate a deserving candidate. UCF affiliation refers to a fellow employee, student, parent of a student, or someone who conducts business with the university.

#### Instructions

The individual wishing to nominate any employee for this award will complete a nomination packet and submit in its entirety to Human Resources, at OD & Training, Zip +4: 2912.

The nomination packet will include only the following:

- Nomination Letter Form as completed by the individual doing the nominating.
- One and only one Support Letter Form as completed by another person who will endorse the nomination.

PLEASE NOTE: The EOM Committee (comprised of USPS, A&P, and Faculty employees) will only have the information in these letters upon which to make their selection. The letters should be descriptive. For example:

Instead of:

- Mary is very dependable.

A better example would be:

- Mary spent additional time beyond her normal job duties, during the first few weeks of the semester, to ensure student and staff needs were met during Orientation. Without her extraordinary efforts, the Orientation would not have been as successful. Several parents emailed our office with positive feedback regarding the great job that she had performed during that time period.

***Please limit your written portion to a page.***

No additional supporting documents are necessary to download or send.

Each complete Nomination Packet will remain in the Employee of the Month pool for one year. After one year if the nominee is not chosen for Employee of the Month, the Nominator may resubmit the packet.

## USPS Employee of the Month Nomination Letter Form

### Instructions:

- 1) Print or type responses and provide specific examples.
- 2) Upon completion, return **nomination letter form and one and only one letter of support form from another supporter**. Send this to Human Resources, OD&T, Zip+4: 2912 in an envelope marked confidential.

Nominee/Employee Name: \_\_\_\_\_

Title: \_\_\_\_\_

Nominee's supervisor/manager: \_\_\_\_\_

Supervisor/Manager telephone: \_\_\_\_\_

Supervisor/Manager e-mail \_\_\_\_\_

College or Division: \_\_\_\_\_

Department: \_\_\_\_\_

Your Name: \_\_\_\_\_

Affiliation with UCF: \_\_\_\_\_

Your Phone Number: \_\_\_\_\_

Your Email address: \_\_\_\_\_

**You may use the space below or submit a one page with letter citing specific reasons/examples why the nominee should be recognized as Employee of the Month.**

Why should this employee be "Employee of the Month"?

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What special action(s) did this employee demonstrate that prompted your nomination/support?

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How has this employee shown a commitment to UCF's mission, vision, values, and goals?

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**Thank you for completing the Employee of the Month Nomination Letter form!**  
**Send this completed form along with one completed Letter of Support Form *(at the same time)* in a sealed envelope marked "Confidential" to HR-OD & Training Zip+4: 2912. Questions? Call HR OD & Training 407-823-0440 or email [OD&Training@ucf.edu](mailto:OD&Training@ucf.edu)**

**USPS Employee of the Month  
Letter of Support Form**

**Instructions:**

- 1) Print or type responses and provide specific examples.
- 2) Upon completion, return form, in an envelope marked confidential, to the nominator who recommended the employee.

Nominee/Employee Name: \_\_\_\_\_

Your Name: \_\_\_\_\_

Department: \_\_\_\_\_

Your Phone Number: \_\_\_\_\_

Your Email address: \_\_\_\_\_

**Please use the space below or attach up to one page with specific reasons/examples the nominee should be recognized as Employee of the Month.**

Why should this employee be "Employee of the Month"?

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What special action(s) did this employee demonstrate that prompted your nomination/support?

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How has this employee shown a commitment to UCF's mission, vision, values, and goals?

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**Thank you for completing the Employee of the Month  
Letter of Support form!**

***Please send this completed form to the nominator that requested that you support their nominee. It is the nominator's responsibility to include this letter as part of the nomination packet to HR.***

**Questions to HR OD& Training: 407-823-0440 [od&training@ucf.edu](mailto:od&training@ucf.edu)**

**USPS Employee of the Month  
Nomination Letter Form**

**Instructions:**

- 1) Print or type responses and provide specific examples.
- 2) Upon completion, return nomination letter form and one and only one letter of support form from another supporter. Send this to Human Resources, OD&T, Zip+4: 2912 in an envelope marked confidential.

Nominee/Employee Name: John Santiago  
Title: Print Shop Manager  
Nominee's supervisor/manager: Peggy House  
Supervisor/Manager telephone: 3-0603  
Supervisor/Manager e-mail: peggy.house@ucf.edu  
College or Division: Administration & Finance  
Department: Business Services

Your Name: Peggy House  
Department/UCF Affiliation: Business Services  
Your Phone Number: 3-0603  
Your Email address: peggy.house@ucf.edu

**You may use the space below or submit a one page with letter citing specific reasons/examples why the nominee should be recognized as Employee of the Month.**

Why should this employee be "Employee of the Month"?

See Attached

What special action(s) did this employee demonstrate that prompted your nomination/support?

See Attached.

How has this employee shown a commitment to UCF's mission, vision, values, and goals?

See Attached.

**Thank you for completing the Employee of the Month Nomination Letter form!**  
**Send this completed form along with one completed Letter of Support Form (at the same time) in a sealed envelope marked "Confidential" to HR-OD & Training Zip+4: 2912. Questions? Call HR OD & Training 407-823-0440 or email [OD&Training@ucf.edu](mailto:OD&Training@ucf.edu)**





Business Services

**Nomination for Employee of the Month Candidate: John Santiago**

**Submitted by: Peggy Howse**

John Santiago is an excellent candidate for Employee of the Month at UCF; he embraces the mission and goals of the University and consistently applies UCF goals within his department.

John Santiago has been a valued employee of UCF for more ten years and is currently the manager of the Print/Digital Communications Department (formerly Print Shop) overseeing 10 PT/FT employees. While in this position he has continued to adjust to the evolutions in the print media industry and adapt to the important and substantial changes that have occurred with the technology used in an in-plant facility. John continues to be on the lookout for the proper use, color and placement of the UCF logo on printed materials and uses the opportunity to educate and inform users. In addition, he is continually seeking and discovering ways to reduce overall costs while maintaining a high level of customer service and support. He is quick to offer alternatives and suggestions to reduce the final costs to the clients while maintaining the professional look of a final presentation. John's customer service skills and the level of expertise that is provided by his area are at the highest level.

John is a master at the technical aspects of print and digital technology, always striving to produce the highest quality product based on time and funding. If he is unsure of a request he goes out of his way to produce a sample for the customer to review prior to printing the entire job. John is continually looking for new business products and reviewing the availability of new products and services to meet the needs of both existing customers and potential new customers. Regardless of the size of the print job submitted, John reviews and assures that the desired results are reviewed with the client and recommendations made in the event they are not what were expected. John goes above and beyond to ensure that a strong customer service work ethic is maintained throughout his department.

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**UCF** Human  
Resources

Organization Development & Training

**USPS Employee of the Month  
Letter of Support Form**

**Instructions:**

- 1) Print or type responses and provide specific examples.
- 2) Upon completion, return form, in an envelope marked confidential, to the nominator who recommended the employee.

Nominee/Employee Name: John Santiago  
Your Name: Curt Sawyer  
Department/UCF Affiliation: Business Services  
Your Phone Number: 3-3183  
Your Email address: curt.sawyer@ucf.edu

**Please use the space below or attach up to one page with specific reasons/examples the nominee should be recognized as Employee of the Month.**

Why should this employee be "Employee of the Month"?

See attached

What special action(s) did this employee demonstrate that prompted your nomination/support?

See attached

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How has this employee shown a commitment to UCF's mission, vision, values, and goals?

*See attached*

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**Thank you for completing the Employee of the Month  
Letter of Support form!**

***Please send this completed form to the nominator that requested that you support their nominee. It is the nominator's responsibility to include this letter as part of the nomination packet to HR.***

**Questions to HR OD& Training: 407-823-0440 [od&training@ucf.edu](mailto:od&training@ucf.edu)**

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John Santiago should be recognized as USPS Employee of the Month due to his tremendous commitment, loyalty, and results. He is extraordinarily passionate about his role at UCF as the Print Shop Manager, and as such he constantly looks to offer not only tremendous customer service but also continual improvement of his team's processes.

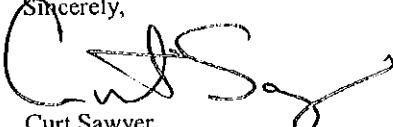
Some of the special actions that John has demonstrated to earn my respect are as follows:

- 1) John and his team developed a relationship with both the Department of Homeland Security and the Florida Department of Emergency Management to print their training materials and accommodate their printing needs.
- 2) Printing Services reduced equipment expenses on a high end commercial printer by 80% over a previous contract, while achieving a 35% reduction off MSRP on the same piece of equipment. John's team was able to accomplish this through detailed and lengthy research, to include attending a national conference for further information-gathering, then used this information to negotiate a contract with very favorable terms to the university.
- 3) Printing Services pursued and won the bid to print Rollins College's letterhead and envelopes, an unusual and creative relationship.
- 4) John and his team cultivated a relationship with the UCF Incubator which resulted in producing the printed material needs (flyers, signage, custom invitations, magazine) for the "Florida Companies to Watch" event.

There are many other examples of the dedication and talent that John has shown in leading his team to providing an absolute gem of a print shop that serves the universities' needs. Printing is simply one of those areas that most people just do not think about a whole lot, until you realize how important it is to provide the exact colors of black and gold per UCF Marketing specifications, provide clean, even, properly-spelled and consistent letterhead, envelopes, publications, course packs, announcements, networking cards, business cards, and so much more.

An even more startling example of John's passion and leadership is evident when one realizes that the print industry is in significant decline due to not only a weakened economy and diminished budgets, but the impact of social media and the internet as well. The UCF Print Shop has been hit hard by the dramatic changes in the industry. John and his team were faced in recent years with potential closure; the university simply could not continue to subsidize the level of losses this business was undergoing. The Print Shop team, under John's leadership, dug in, re-focused, created a plan, then worked extraordinarily hard to implement. The results have been impressive, reversing deep losses to the point where a small, respectable surplus is being realized. My respect is utmost for this team's accomplishments. I believe this is a clear example of what UCF's Vision refers to in "leveraging innovative partnerships", walking hand-in-hand with the UCF Value of "Integrity: there were no short cuts, only hard work and passion.

For the reasons above, I strongly support and endorse John Santiago for USPS Employee of the Month. He is a model employee, and the university is fortunate to have him on our team.

Sincerely,  
  
Curt Sawyer  
Assistant Vice President  
UCF Business Services

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