

MOBPA Employee of the Year Awards

Criteria Below

August 2022

Manager:

- ❖ Displays a strong leadership role
- ❖ Versatility – the ability and willingness to handle all tasks
- ❖ Committed to the growth of business and control of expenses
- ❖ Focused on the development & training of all center staff

Mechanic:

- ❖ Machine Operations – training and experience
- ❖ Leadership – ability and willingness to train subordinates
- ❖ Focused on safety and budget issues
- ❖ Ability to handle all facility maintenance

Customer Service Staff:

- ❖ Outstanding customer service and interaction
- ❖ Takes initiative and is self-motivated
- ❖ Responds well to customer requests and complaints
- ❖ Displays leadership potential

Food and Beverage Staff:

- ❖ Outstanding customer service and interaction
- ❖ Responds well to customer requests and complaints
- ❖ Displays a positive “team” attitude
- ❖ Willingness to do work outside assigned department

Advanced Criteria:

1. *Exhibits performance above and beyond his/her job description (site examples)*
2. *Examples of how he/she affects your centers operations in a positive manner*