



Excellence in Customer Service/Personal Interaction Award

The Excellence in Customer Service/Personal Interaction is intended to recognize an individual staff member for sustained excellence in customer and personal interaction.

The award identifies outstanding staff members who substantially demonstrate exceptional ability and willingness to work positively, respectfully and effectively with others, while also demonstrating an exceptional ability and willingness to manage continued change in the work priorities, procedures, and organization. This award serves to highlight staff members who have significantly improved customer service or who has increased student satisfaction in their unit/department/area and/or the College by fostering collaboration, communication, and cooperation among colleagues and members of the College community.

Criteria for Excellence in Customer Service/Personal Interaction Award

Criteria for nomination a candidate may include but are not limited to the following:

1. Service Excellence

- a. Consistently provides friendly, professional and superior service to the College community
- b. Enthusiastically responds to the needs and issues of all stakeholders with integrity, respect, tact and courtesy
- c. Demonstrates the College's commitment to quality and outstanding customer service by anticipating the needs of stakeholders in a timely way

2. Teamwork and Collaboration

- a. Creates, develops and sustains positive relationships among team members through active participation in team tasks
- b. Demonstrates cooperation and flexibility
- c. Shares in group workload and assists other when help is needed

3. Communication

- a. Listens attentively
- b. Speaks and write clearly, correctly, and concisely
- c. Demonstrates knowledge of grammatical and stylistic formats in written communication
- d. Keeps stakeholders well informed and provides feedback appropriately