University of West Georgia
Office of Information Technology Services
Employee Recognition and Awards Program

Exemplary Customer Service “Staff” Award

NOMINATION FORM

Purpose: To recognize a staff member within the Office of Information Technology Services who consistently displays the highest levels in all interactions with internal and external customers. Evidence of customer service should be demonstrated in communication skills, problem solving, customer focus, and such people metrics as responsive, helpful, knowledgeable, courteous, and accessible.

Procedure: Complete this application form, print and send to:
ITS Employee Recognition Selection Committee
Information Technology Services
Cobb Hall
Attention: Chief Information Officer

All submissions must be received by May 21, 2010. The selection committee will review the submissions and make their recommendations to the CIO.

Name of Nominee: ____________________________________________________________

Current Position: ____________________________________________________________

Department: ________________________________________________________________

Work Phone Number _________________________________________________________

Department Supervisor: ______________________________________________________

Name of Nominator: _________________________________________________________

Title: _____________________________________________________________________

Department: __________________________________________________________________

Work Phone Number: _________________________________________________________

Email: _____________________________________________________________________
CRITERIA

Customer Service Skills:
Consistent display of the customer service skills in all interactions with internal and external customers should be evidenced. In accordance with the University System of Georgia plan, those skills include – responsive, helpful, knowledgeable, courteous, and accessible.
Please provide examples of how the individual demonstrates the above skills and behaviors:

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Professional Growth:
Please provide examples of training that the individual has received in the area of customer service:

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2
Problem Solving Skills:
Please provide examples where the individual was able to:
Resolve a customer service issue using problem solving skills.
Demonstrated a calm/reassuring demeanor in a difficult situation

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Good Communication Skills:
Please provide examples where the individual was able to provide good verbal or written communication:

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Customer Commendations:
Please attach and submit with form.

Note: The selection committee will evaluate the nominees based on any or all of the following criteria. If an example cannot be provided, please respond by replying NA. Please attach any additional information or pages as needed.