



Waycross College Customer Service Star Award

CRITERIA

All across the campus, Waycross College faculty and staff are providing faster, friendlier, easier service to our customers. In honor of these achievements, each semester (excluding summer) Waycross College will recognize employees who offer the best customer service.

ELIGIBILITY

All employees of Waycross College are eligible. All nominees must have actively performed duties for Waycross College during the previous month of the date the nomination is submitted.

AWARD CATEGORIES AND CRITERIA

Waycross College employees may be nominated for the award by peers, administrators, customers, or students, for outstanding customer service performance. Nominations should highlight the nominees' demonstration of Waycross College's five customer service commitments: ***COURTEOUS, HELPFUL, ACCESSIBLE, RESPONSIVE, and KNOWLEDGEABLE.***

DUE DATES FOR SUBMISSIONS

The **due dates** to submit nominations for fall semester 2011 and spring semester 2012 are:

- October 13, 2011 – fall semester
- March 22, 2012 – spring semester

** Note: if you have any questions, check with the Waycross College Customer Service Champion Dr. Neil Aspinwall



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NOMINATION FORM

The Customer Service Committee wants to hear about new and innovative ways Waycross College is excelling in customer service! Each semester (excluding summer), the College will present the Customer Service Star award for Excellence in Customer Service. Use the form below to nominate someone for doing an outstanding job in customer service.

Nominee's Contact Information:

Name: _____ Job Title: _____

Division/Unit name: _____

Phone: _____ E-Mail: _____

Nominee's Supervisor Contact Information:

Name: _____

Phone: _____ E-Mail: _____

Nominator's Contact Information (the person completing this form):

Name: _____

Phone: _____ E-Mail: _____

Nomination Details:

1. Describe how this individual is a role model for customer service at Waycross College.

2. Describe how this individual's accomplishments go above and beyond normal job duties. For example, taking on additional responsibilities, making improvements in the way service is delivered, or giving personal time and resources to serve customers, including specific examples.

3. (Optional) Insert any additional materials that support the nomination. For example, endorsements from peers, leaders, or customers that share specific actions and their benefits, photos of the nominee serving customers. *Please copy and paste text, photos or other materials here. Inserting directly into this document will facilitate processing the nomination.*