



Customer Service Committee – KY/TN Section AWWA
Customer Service Award Nomination Form

A copy of this nomination form must be completed and attached to each entry submitted.

This award acknowledges **individual utility employees** who demonstrate outstanding customer service, flexibility and personal attention to develop and maintain relationships with customers.

Date: _____

Name of Nominee: _____ Position: _____
Department: _____ Phone #: _____

Name of Nominator: _____ Position: _____
Department: _____ Phone #: _____
Signature of Nominator: _____

Email address: _____

Description of accomplishment: **Please attach a complete description of the accomplishment which indicates why your nominee deserves to receive the Customer Service Award.** Please provide specific, detailed examples and data to support your nomination. The information you provide will be used by the Committee to determine the recipients of this award:

- Why does your nominee deserve to receive the Customer Service Award?
- What impact has the nominee's accomplishment had on your Utility?
- How did staff, coworkers, or customers benefit from the accomplishment?

In forming this submission please include specific, detailed examples and data to support your nomination. The information you provide will be used by the Customer Service (CS) Committee to determine whether the nominee qualifies for the award. Nominator will receive a confirmation via email should your nominee be selected for the award. An award will be given to a representative from both Kentucky and Tennessee Section.

Selection

A nomination form must be completed and submitted to the Customer Service Committee. The Committee will determine the award recipients. Awards will be presented at the 2020 Water Professionals Conference in Chattanooga, TN, August 15-18, 2021. The CS Committee encourages all recipients to attend the conference. Each Award recipient will receive a plaque. All entries must be received by May 15, 2021 deadline. Please submit entries to: Tracie Case at TCase@pwwky.com



Customer Service Award Criteria

A utility employee may qualify for the Customer Service Award if the following criterion has been met:

1. Demonstrates outstanding customer service in support of your utilities Customer Service goal.
2. Provides excellent customer service every day.
3. Exceeds the expectations of a customer by providing exceptional service.
4. Has been “caught in the act” of delivering exceptional service.
5. Has effectively and efficiently corrected something that has gone wrong for a Customer - recognizes and works well with all departments and customers.
6. Demonstrates creativity or resourcefulness in assisting customers.
7. Develops new and efficient ways to solve customer service problems.
8. Responds in an unusually fast or efficient manner or completed a work product under a very tight deadline.
9. Utilizes customer service skills taught in employee training such as: phone etiquette, positive verbal and nonverbal skills, taking responsibility, teamwork, etc. Any employee of the utility may be nominated for the Award by a fellow employee, or supervisor.

The AWWA KY/TN Section values good customer service and desires that all utilities focus on understanding the needs of the customers they serve. It is the goal of the Customer Service Committee that all customers receive superior service. Nominate someone you think deserves recognition – someone who truly shines!