**STAFF COUNCIL**  
**CUSTOMER SERVICE AWARD**

**Purpose:** To honor a CSU, Chico staff employee who displays exemplary customer service

**Award:** An award of $500 will be given each spring to a staff employee. The award will be presented during the annual spring Staff Awards Luncheon. This award is sponsored by the Office of the Vice President for Business & Finance.

**Who Can Nominate:** Any employee of CSU, Chico can nominate a staff employee

**Who Can Be Nominated:** A nominee MUST be currently employed on a half-time or greater basis as a staff* member of CSU, Chico, Associated Students, University Foundation, or the Research Foundation.

The following are NOT ELIGIBLE for the Customer Service Award:
1) A student employee  
2) A MPP or faculty member  
3) A current member of the Staff Council Executive Committee  
4) A current member of a Staff Council Staff Recognition Award Screening Committee  
5) A recipient within the past 24 months

The recipient of the Customer Service Award cannot also be the recipient of the Wildcat Spirit Award or the Diversity Award in the same award year.

**Application Submission:** December 18, 2015 through February 26, 2016

**Application Deadline:** 12:00 p.m. on February 26th, 2016; submit forms to Staff Council (Sierra Hall Annex 001, zip 160) **

**Application Procedure:** Application forms may be download at the Staff Council website: [http://www.csuchico.edu/stac/forms/index.shtml](http://www.csuchico.edu/stac/forms/index.shtml).

It is the nominator's responsibility to follow instructions precisely and submit the completed application packet to the Staff Council Office by noon on the application deadline date stated above.

The application packet includes:

- The nomination form and nominee contributions form
- A letter of recommendation from the nominator
- An additional letter of recommendation from an employee of CSU, Chico
- Additional information is encouraged, but is optional, and will be part of the scoring (e.g., additional letters of recommendation two (2) maximum, resume, or other relevant information.)

**"Definition of “Staff” employee is defined by Title 5, 42700, page 540 (o). "Nonacademic employees" means an employee who provides non-instructional and non-administrative supporting services such as secretarial, clerical, and maintenance services. A nonacademic employee may have lead responsibility, but normally does not have responsibility for major decisions. Higher academic degrees are not an essential qualification for service as a nonacademic employee.**

**"If the last day of submission falls on a weekend the following Monday is acceptable.**
2015 CUSTOMER SERVICE AWARD
NOMINATION FORM

California State University, Chico

Click here to enter text.
Nominee

Click here to enter text.
Department

Click here to enter text.
Job Title

Click here to enter text.
Years of University Service

Nominations will be accepted from any employee of the University and each should be signed by only one person. Nominees for this award will be announced to campus following the closing of the nomination period.

Submission deadline, February 26th, 2016, by noon.

Return to: Staff Council office, Sierra Hall Annex 001, zip 160
Email to: Staff Council

Forms and letters will not be returned to nominators; please make copies if necessary.

Click here to enter text.
Nominator Name

Click here to enter text.
Nominator Signature

Click here to enter text.
Department

Click here to enter text.
Date
Customer Service Award Nominee Contributions

Please respond to the following areas and give specific examples for justification. If you feel that you do not have sufficient information in a particular area, you may wish to confer with other persons to obtain the necessary information. Please attach additional pages as needed.

- Maintains a positive attitude; greets and interacts with all customers in a friendly, welcoming, and inclusive manner while maintaining a professional workspace

Click here to enter text.

- Places high priority on customer needs and concerns; calls attention to issues that affect customer satisfaction; views issues from the perspective of customers

Click here to enter text.

- Responds promptly to customer questions and requests; works efficiently to resolve concerns, while displaying integrity and professionalism under pressure

Click here to enter text.

- Goes above and beyond daily responsibilities by readily taking on new tasks and assisting colleagues in time of need

Click here to enter text.

- Demonstrates exceptional ability to foster collaboration, communication, and cooperation among colleagues and members of the campus community.

Click here to enter text.