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 our CSU, Chico Administration.

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) An 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 Staff Employee of the Year award in the same award year.


Nomination Deadline: 12:00 p.m. on February 28th, 2018; submit forms to Staff Council (Sierra Hall Annex 001, zip 160)

Nomination Procedure:
It is the nominator’s responsibility to follow instructions precisely and submit the completed nomination packet to the Staff Council Office by noon on the nomination deadline date stated above.

The nomination packet must include:
   a. The nomination form and nominee contributions form
   b. A letter of recommendation from the nominator
   c. At least two additional letters of recommendation from any CSU, Chico employee, student, and/or “customers” of the nominee in his or her work capacity at Chico State

*Definition of “Staff” employee is defined by Title 5, 42700, page 540 (c). “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.
2017 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 28th, 12:00 p.m.

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.
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.

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