



STAFF COUNCIL 2019 CUSTOMER SERVICE AWARD

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

Award: An award of \$1000 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 and the Board of Governors of the University Foundation.

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 Chico State Enterprises the calendar year of 2019.

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, Safety Award or the Staff Employee of the Year award in the same award year.

The nomination packet must include:

- a. Completed nomination form (included in this document complete page 2 & 3)
- b. At least one letter of recommendation with a maximum of three from any Chico State employee, student, and/or “customers” of the nominee in their work capacity at Chico State. You may have multiple signatures on letter(s) of recommendation.

It is the nominator's responsibility to follow instructions precisely.

The nomination packet must include:

- 1) Nomination Packets Due by: **5 p.m. on Friday, March 6, 2020.**
- 2) Nomination packet must be complete and must be sent via email to stac@csuchico.edu
- 3) Subject line in the email “RE: Customer Service Award, Employee Name.”

*"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.

Please note...

- Nomination packets must be submitted digitally. Hardcopy/paper nomination packets will not be accepted for review.
- Letters of recommendation separate from the completed nomination packet will not be accepted for review.

**2019 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.

Refer to page 1 for details on submitting a complete nomination packet.

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

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

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- ▶ 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

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

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