

Governor's Service Award Program
Customer's Count Selection Criteria

The Selection Criteria Categories are as follows:

Continued and Repeated Excellence in Products and Services to Customers – This category emphasizes the need to ensure that the services state agencies deliver consistently meet or exceed customer expectations. Individuals and teams are recognized who:

- Demonstrate a commitment to delivering a consistently high quality product and/or service
- Demonstrate continued and repeated measurable excellence in job performance.

Customer Focus and Communication – This category recognizes individuals or teams that achieve excellence in establishing and implementing new channels of communication with customers. Such activities may include:

- Providing forums and other methods to elicit customer feedback and demonstrating methods to use information obtained to improve the quality of services
- Anticipating and responding to customers' needs and requests so that service levels are measurably improved
- Going the extra mile to assure that customers are satisfied and that any complaints are immediately and effectively resolved.

All nomination forms are due by July 10, 2008.

All nomination forms and their attachments should be submitted to Amanda Pysh, Associate in Human Resources, Department of Human Resources in the Wintergreen Building.