

**Category:** Service Excellence  
**Award:** Customer Service Award

**Submission Deadline: December 29, 2022**

Email forms to [tellus@princeton.edu](mailto:tellus@princeton.edu) or send through campus mail to US Rewards and Recognition, 7 New South, Office of the VP

### Background

University Services provides responsive and reliable services that align with institutional values. We are attentive to customer expectations and treat everyone with courtesy and respect.

The Customer Service Award is presented to a University Services staff member who continually strives to provide excellent service to customers while maintaining a positive attitude and exemplifying the University Services Vision for Customer Service.

### University Services Vision for Customer Service

#### Responsiveness

Customers appreciate quick and considerate interactions. Acknowledge requests within one business day. Then listen carefully and respond thoughtfully.

#### Transparency and Building Trust

Providing service with honesty and integrity and treating people with courtesy and respect leads to maintaining solid relationships.

#### Problem-solve and Learn

Customer service involves trouble-shooting and resolving problems, as well as suggesting options and providing solutions. When the answer is “no,” provide an explanation and when possible, propose a “yes” option. Every interaction is a learning opportunity—reflect and learn from each experience.

#### University Services Colleagues Are Customers

Customer service is an organization-wide effort. An important factor in delivering outstanding external customer service is applying our values and principles to internal customers, our colleagues. As the foundation of our organization, our colleagues must be valued, respected and supported.

### Selection

Award winners will meet the general requirements (see General Guidelines) and be selected based on the committee’s review of Part II: About the Nominee on the nomination form.

### Award

Award winners will receive a monetary award of \$1,500 and a commemorative plaque, which will be presented at the annual Rewards and Recognition event. Customer Service Award recipients may not be considered for a second Customer Service Award within a five-year period. Winners are eligible to be nominated for awards in different categories. Please note that all monetary awards are subject to taxes and dollar amounts are subject to change each year.

### Nomination Process

To nominate a colleague for the Customer Service Award, please **complete PART I through PART III.**

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For assistance with this form, speak with your manager, contact Verita Murrill (vmurrill@princeton.edu or 609.258.2676), or make an appointment with Princeton Writes (pwrites@princeton.edu or 609.258.9980).

## PART I. WHO WOULD YOU LIKE TO NOMINATE?

Name

Check this box if this is a self-nomination

Title and Department

## PART II. ABOUT THE NOMINEE

Please choose Option 1 or Option 2 below. Attach additional pages to this form if necessary.

Option 1: Nominators may answer as many of the following questions that describe why the individual you have nominated should be awarded the Customer Service Award. Additional information may be attached to this form.

Option 2: Submit a free-form nomination, using the questions below as a guide, and attach it to this form.

**How does nominee demonstrate responsiveness?**

**How does nominee demonstrate transparency and building trust?**

**How does nominee problem solve and learn?**

**How does nominee treat University Services colleagues as customers?**

### **PART III. NOMINATOR INFORMATION**

The selection committee may contact you if additional information is needed.

Name and Title

Email or Phone