



10 Keys to Service Excellence

- One Team
- Positive Customer Impression
- Responsive & Helpful
- Dedicated to Customer Satisfaction
- Professionalism
- Effective Communication
- Partnering & Developing Relationships
- Innovative Thinking
- Equality of Service
- Ownership & Accountability

Nominee's/Team's

Full Name: _____

City Employee ID # (If Available): _____

Dept./Division: _____

Contact #: _____

Date of Event: *Must be no more than 30 days ago.* _____

Please attach additional sheets as needed.

Please describe in detail your excellent customer service experience:

How did your experience represent the spirit of one or more of the 10 Keys to Service Excellence listed above?

What made this experience extraordinary for you (WOW factor – Above and beyond is exceeding what is expected of an employee's normal duties – doing far more than one is required to do in the daily job, but within City and Departmental policies and procedures)?

The following information is required to validate the commendation:

Submitter's Name: _____ **Date:** _____

Contact Information: _____

Thank You for taking the time to recognize excellence customer service!

To be eligible for quarterly awards, commendations must be submitted no later than March 31, June 30, September 30 or December 31, respectively.

Commendations may be submitted via online form at the Employee Center or at www.cityofws.org, via e-mail to serviceexcellence@cityofws.org, via interoffice mail to Service Excellence or via US Mail to Service Excellence, P. O. Box 2511, Winston-Salem, NC 27102

