

EXCELLENCE IN CUSTOMER CARE AWARD

This document provides an overview of the [Staff Nomination Form](#) questions, which must be completed to officially nominate staff members. For questions about these items, please contact excellence.awards@utsa.edu. Please note that all awards require nominee information to include full name, email address and supervisor information. This information can be found by hovering over the nominee's profile in Teams and clicking the organizational chart icon.

Overview

Awarded to an individual staff member serving in a role below the director level who consistently demonstrates exceptional dedication to providing outstanding customer service, fostering a supportive and welcoming environment through the establishment of positive relationships with all customers. They seek creative solutions, are an expert in resolving challenges and are noted for their high-quality communication. They are dedicated to continuous improvement efforts that enhance the overall customer experience and seek to exceed all expectations when it comes to customer care. This individual has made a significant positive impact on the university community, setting a high standard for service and support.

Nomination Questions

1. How has the nominee demonstrated exceptional dedication to providing outstanding customer service by fostering a supportive and welcoming environment through positive relationships with customers?
2. Describe how the nominee sought creative solutions and showed expertise in resolving challenges that positively impacted the overall customer experience?
3. How have the nominee's high-quality communication skills contributed to exceeding expectations in customer care, and what specific examples highlight their effectiveness?
4. What continuous improvement efforts has the nominee implemented to enhance the customer experience, and how has their dedication positively impacted the university community?
5. Please take a moment to summarize in 2-3 sentences why this person/team should be considered for this award. This information will be shared at the ceremony should the nominated employee or team be selected as an award recipient.