

Customer Satisfaction Award Nomination Form

Instructions: Please complete this form to nominate employee(s) for a Customer Satisfaction Award. Please be as specific as possible concerning the behavior that demonstrates the definition of teamwork.

Employee(s) Being Nominated

Name(s):

Department(s):

Employee Submitting Nomination

Name:

Department:

Working Relationship to nominee:

Date:

Customer Satisfaction:

Customer satisfaction may be demonstrated through the following ways:

1. Prioritizing customer satisfaction with the creation or enhancement Linn County products to better satisfy Customers
2. Providing understanding and assistance to Customers who are not satisfied with a Product or process
3. Taking the initiative to resolve and close the customer experience gap
4. Listening to the Customer to understand their needs and/or expectations in order to improve the customer experience
5. Taking the initiative to determine and confirm understanding of customer needs and expectations to enhance the customer experience

Nominations will be evaluated based upon the following:

- A. **Products:** the awarded work will highlight the creation of new and/or improved existing products to meet customer needs & expectations
- B. **Voice of the Customer:** the awarded work will focus on identifying and prioritizing needs of the customer
- C. **Bridging the Gap:** the awarded work utilize information from customer interactions to improve and innovate products to enhance customer experiences to reconcile any differences that exist between customer expectations and customer experience

Please summarize the situation/event you are nominating the employee(s) for:

How is customer satisfaction improved as a result of the nominated work?

How does this nomination go above and beyond everyday job duties and responsibilities?

Provide any additional information you feel is important to assist the committee in evaluating this nomination. Feel free to reference what Core Value(s) were demonstrated as part of the Customer Satisfaction effort.