

## Customer Service “Pickle” Award Nomination Form

This award acknowledges individual employees who demonstrate outstanding customer service, flexibility and personal attention to develop and maintain relationships with customers.

Date: \_\_\_\_\_

Name of Nominee: \_\_\_\_\_ Position: \_\_\_\_\_

Department: \_\_\_\_\_ Phone #: \_\_\_\_\_

Name of Nominator: \_\_\_\_\_ Position: \_\_\_\_\_

Department: \_\_\_\_\_ Phone #: \_\_\_\_\_

Signature of Nominator: \_\_\_\_\_

Description of accomplishment (see reverse for award criteria). **Please attach a complete description of the accomplishment which indicates why your nominee deserves to receive the “Pickle” Customer Service Award.** In forming this submission please include specific, detailed examples and data to support your nomination. The information you provide will be used by the Customer Service Committee to determine whether to recommend the nominee to the City Administrator for the award. Nominator will receive confirmation of receipt of submission via email.

### Selection

A nomination form must be completed and submitted to the Customer Service Committee. The Committee will determine the award recipient and forward a recommendation to the City Administrator. Awards will be presented at a City Council meeting. The Committee will notify recipients of their selection. Each nominee will receive a plaque and a pickle lapel pin.

### Description of accomplishment

Please provide specific, detailed examples and data to support your nomination. The information you provide will be used by the Committee to determine the recipient of this award:

Description of the accomplishment: Why does your nominee deserve to receive the Pickle Customer Service Award? What impact has the nominee’s accomplishment had on the City of Canby? How did staff, coworkers, or customers benefit from the accomplishment? How has the nominee’s accomplishment supported the City Council Customer Service Goal?

*The City Council values good customer service and desires that all City departments focus on understanding the needs of the citizens they serve. City staff should receive training and encouragement in the area of customer service. The City Council goal is that all citizens who need access to City services be treated respectfully, cordially and effectively. A customer service focus on the part of the City staff is intended to foster better communication and credibility between citizens of Canby and their local government.*

*People are our most valuable resource!  
Nominate someone you think deserves recognition – someone who truly shines!*

## **“Pickle” Customer Service Award Criteria**

An employee may qualify for the “Pickle” Customer Service Award if one or more of the following criteria is met:

1. Demonstrates outstanding customer service in support of Canby City Council goal: *The City Council values good customer service and desires that all City departments focus on understanding the needs of the citizens they serve. City staff should receive training and encouragement in the area of customer service. The City Council goal is that all citizens who need access to City services be treated respectfully, cordially and effectively. A customer service focus on the part of the City staff is intended to foster better communication and credibility between citizens of Canby and their local government.*
2. Provides excellent customer service everyday.
3. Exceeds the expectations of a customer by providing exceptional service.
4. Has been “caught in the act” of delivering exceptional service.
5. Has effectively and efficiently corrected something that has gone wrong for a customer. Recognizes and works well with all departments and customers.
6. Demonstrates creativity or resourcefulness in assisting customers.
7. Develops new and efficient ways to solve customer service problems.
8. Responds in an unusually fast or efficient manner, or completed a work product under a very tight deadline.
9. Utilizes customer service skills taught in employee training such as: phone etiquette, positive verbal and nonverbal skills, taking responsibility, teamwork, “giving the customer the pickle”, etc.

Any employee of the City of Canby may be nominated for the Award by a fellow employee, supervisor, elected official, or citizen. The nomination form is available at City Hall and on the City of Canby website.