

EMPLOYEE *of* THE MONTH NOMINATION FORM

Name of Nominee: _____ Shift: _____

Department: _____ Position: _____

Employees must be committed to establishing and maintaining meaningful, positive relationships with our customers in order to produce consistent, high-quality services designed to meet and exceed the needs and expectations of our customers. Internal or external, our customers are defined as stakeholders in our organization. These include, but are not limited to, employees, residents, clients, family members, vendors, payors, regulators, etc.

Below, please include detailed information regarding the employee's consistent commitment to extraordinary customer service, including initiative, attitude, professionalism, kindness, First Impressions, Respect, Communication, and Going The Extra Mile (see attached).

1. Which of the follow core values does your nominee represent well?

Please check all that apply and give an example:

Respect _____

Empathy _____

Acceptance _____

Compassion _____

Honesty _____

2. What is the one thing that stands out the most about this employee?

3. How long have you worked with this employee? _____





CUSTOMER SERVICE COMMITMENT

“Customer service is awareness of needs, problems, fears, and aspirations.” - Anonymous

FIRST IMPRESSIONS

“Washrooms will always tell if your company cares about its customers.” - Unknown

First impressions are the first feelings and thoughts a customer has toward you and the organization you work for when the customer sees or listens to you for the first time. Heritage Ministries expects employees to present themselves in a manner which engages customers and makes the customer feel valued.

- We will be the first to offer a greeting.
- We will offer a warm greeting, not just any greeting (e.g. “I’m here,” “Don’t ask,” or “I’m hanging on,” are not appropriate).
- We will introduce ourselves, providing name and position when appropriate.
- We will maintain appropriate physical appearance.
- We will smile when answering the telephone.
- We will offer food and beverages whenever possible and practical.
- We will be aware of our physical surroundings and respond appropriately to ensure they exude an environment which is warm, inviting, clean, and organized.

You have just a few seconds to make a good first impression. So, it’s worth being prepared and committed to making a good first impression. This will continue to pay dividends in the days and months to follow. With a little extra thought and preparation, you can develop your personal technique to make every first impression not just good, but great!

RESPECT

“It starts with respect. If you respect the customer as a human being, and truly honor their right to be treated fairly and honestly, everything else is much easier.” - Doug Smith

Respect starts with you. Respect yourself and it will carry over to your customers and be reflected in the quality of what you say and do.

Reach out to someone today
Establish standards to live by
Set a great example
Protect information
Efficiency with answers
Communicate effectively
Touch someone who may need it

- We will have the confidence and self-esteem to honor ourselves and demonstrate it to our customers.
- We will value our customers and the opportunity to serve them.
- We will show courtesy to all of our customers.
- We will be sensitive to other cultures and generations, honoring them for who they are.
- We will appreciate the opinions, suggestions, and concerns of our customers.
- We will acknowledge our own feelings and emotions, as well as our customers’.
- We will be committed to confidentiality of information.

COMMUNICATION

“To my customer. I may not have the answer, but I’ll find it. I may not have the time, but I’ll make it.”
- Unknown

Each employee must be committed to effectively giving and receiving information in a manner which demonstrates our desire to communicate effectively with our customers.

- We will clearly explain our services.
- We will be honest with our customers.
- We will build relationships with our customers.
- We will communicate in clear, concise, and understandable terms.
- We will be sensitive to individual personality, language, learning, and communication styles.
- We will be positive about our job, the employees, our customers, and the organization we represent.
- We will be courteous and attentive.
- We will display appropriate body language (including maintaining eye contact) at all times.
- We will remove physical barriers to positive communication.
- We will communicate with our customers through active listening while encouraging questions, sharing of concerns, and asking for more details.
- We will actively keep customers informed.
- We will create a forum for dialogue (concerns or problems) amongst employees so they aren’t
- voiced in public or within earshot of our customers.

GOING THE EXTRAMILE

“There are no traffic jams along the extra mile.” - Roger Staubach

Each employee is not satisfied with simply meeting the expectations of our customers, but is committed to exceeding those expectations through dedicated time and effort in order to best serve each customer as the employee would want to be served.

- We will anticipate the changing needs and expectations of our customers.
- We will look for opportunities to exceed customer expectations.
- We will own a customer request or complaint.
- We will be prompt and timely in our responses.
- We will strive to resolve issues to meet the customer’s satisfaction.
- We will take every opportunity to solicit customer feedback.
- We will consistently re-evaluate and adapt our services to meet the changing needs and expectations of our customers.