

## **College of Health Professions** **Excellence in Customer Service Award: Policy and Procedures**

### **Purpose**

The College of Health Professions' Excellence in Customer Service Award is to recognize the staff member whose significant contributions through service to its customers are instrumental in achieving the UAMS mission.

The College of Health Professions recognizes that a positive customer service experience can change the entire perception a customer has of the organization. Contributions through customer service may take many forms. Our customers can be both internal and external to UAMS. They can be our students, our students' families, prospective students, our colleagues, and our faculty. They can be our affiliate contacts, clinicians from the community, and the general public. Our customers are also our patients and families that seek and receive care at UAMS.

Excellence in Customer Service is centered around four components – confidentiality, courtesy, concern, and competence. These components can manifest themselves in the following behaviors:

- Professional Appearance
- Work Area Appearance
- Personal Attitude
- Listening
- Communication – phone, face-to-face, written
- Problem Solving
- Customer Response Time
- Customer Hand-offs
- Customer Attention and Comfort

The recipient of this award will receive an individual plaque, and his/her name will be added to a perpetual plaque of CHP Excellence in Customer Service Award winners located in an appropriate place in the college. Also included is a cash award of \$250.00 (amount may vary depending upon resources available).

### **Eligibility**

Nominees must be College of Health Professions staff members. Customer Service activities must have been performed while an employee of the CHP.

## Procedure

Candidates may be nominated by students, staff, alumni, or faculty members. The nomination should be in the form of a 300-word essay that addresses the impact the employee had made on customer service using the four components of confidentiality, courtesy, concern, and competence.

**Recipients of an award are not eligible for the same award within a two-year period (Recipient of 2013 award will be eligible for the same award in 2015).**

Nominations will be forwarded to the Associate Dean for Administrative Affairs. The Associate Dean will call a meeting of the Staff Recognition Development Committee (SRDC) to review applications and make recommendation to the Dean.

## Staff Recognition Development Committee (SRDC)

The Staff Recognition Development Committee will be composed of:

- The current CHP recipient of the faculty Excellence in Service award, who will chair the committee
- A representative from Human Resources' Organizational Development
- A CHP Department Chair selected by the CHP Executive Committee
- A currently enrolled student (selected by the CHP Student Council)
- Immediate past recipients of the Excellence in Customer Service and Excellence in Performance awards

A SRDC member to recuse him/herself from the proceedings in the event he/she has what may appear to be, or actually is, a conflict of interest in the selection .

## Calendar

First Friday in January	The Associate Dean for Administrative Affairs distributes the College's Excellence in Customer Service Award criteria and procedures to CHP department chairs and administrative staff. An announcement seeking nominations for the Excellence in Customer Service Award is distributed.
First Friday in February	The Associate Dean for Administrative Affairs sends reminders to the department chairs and administrative staff about the nomination deadline.
Second Friday in March	Nomination deadline—nomination forms must be received by the Associate Dean for Administrative Affairs by this date. Review by the SRDC begins.
First Friday in April	Deadline for selection of the Excellence in Customer Service Award recipient by ESAC. Recommendation to the Dean.
Spring Faculty & Staff Meeting	Award presentation.



University of Arkansas for Medical Sciences  
College of Health Professions

*Excellence in Customer  
Service Award*  
Nomination Form

**Nominator:**

Name: \_\_\_\_\_

(Please print)

Faculty  Student  Staff  Alumnus/a

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

**Nominee:**

Name: \_\_\_\_\_

(Please print)

Department: \_\_\_\_\_

The nomination form must include a 300-word essay from the person nominating the candidate, stating why the nominee should be considered for the award. The essay should highlight the nominee's customer service accomplishments and incorporate the four components of customer service -- confidentiality, courtesy, concern, and competence.

**Deadline for Receipt of Nominations: Second Friday in March.**