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CITY OF SPOKANE ADMINISTRATIVE POLICY AND PROCEDURE	ADMIN 0325 -08 - 04 LGL 2008-11
TITLE: CUSTOMER SERVICE EMPLOYEE AWARD PROGRAM EFFECTIVE DATE: March 22, 2008 REVISION EFFECTIVE DATE: N/A	

1.0 GENERAL

1.1 The Customer Service Employee Award Program (Catch 'em Doin' Somethin' Great!) is being created to reward exemplary customer service provided by employees to citizens and other employees.

All regular full time or part time City employees may be considered for the recognition.

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2.0 DEPARTMENTS/DIVISIONS AFFECTED

This policy and procedure shall apply to all City divisions and departments.

3.0 REFERENCES

SMC section 3.08.130

4.0 DEFINITIONS

None

5.0 POLICY

- 5.1 It is the policy of the City of Spokane to recognize employees, either individually or as a group, for superior customer services, demonstrating and modeling exceptional customer service techniques and building customer-oriented relationships.
- 5.2 All nominees must meet one (1) or more of the award criteria listed below, must provide direct support to citizens or employees, and maintain an acceptable level of performance in all functions of their jobs:
- a. Direction, assistance or service beyond acceptable standards;
 - b. Excellence in customer follow-through;
 - c. Flexible, proactive resolution of a long standing problem;
 - d. Initiative beyond the normal scope of service;
 - e. Efficient handling of customer requests – meeting customer needs successfully and ensuring customers are satisfied;
 - f. Significant improvement in relations with customers;
 - g. Being a master in the art of listening in order to determine customer needs; and
 - h. Creativity or resourcefulness in assisting customers.
- 5.3 The Mayor shall create a Customer Service Awards Committee to review and assist in the selection of the quarterly employee to be awarded. The committee will be comprised of up to nine (9) but not less than five (5) City employees from various departments. The representatives will serve on the committee on an annual basis.
- 5.4 This program shall not supplant the City's Employee Suggestion Program, Service Pin Program or Employee of the Month Program.
- 5.5 Recognition awards shall not exceed two hundred dollars (\$200.00) in value per award. The awards may include, but not be limited to, cash or items such as pen and desk sets, plaques, pins, framed certificates, clocks and calculators. Award costs shall be paid by the department giving the award.

6.0 PROCEDURE

6.1 Nominations.

6.1.1 Nominations will be requested quarterly beginning mid-March through early April. The April call will be for the previous quarter (January, February, and March); The July call will be for April, May and June and so on.

6.1.2 Supervisors, co-workers or citizens may nominate employees. (Letters submitted by citizens to supervisors/department heads or the Mayor, regarding an employee's exceptional customer service are also acceptable but should include a nomination form or "Catch 'em" card). No self-nominations will be accepted.

6.2 Nomination Procedures.

6.2.1 All nominations will be submitted through the Mayor, department director, or designated department supervisor, to the Customer Service Awards Committee in the Office of the Mayor and received by the date specified.

6.2.2 The nomination narrative must clearly describe the service delivered to the customer and why this falls within one (1) of the above criteria.

6.3 Consideration by the Customer Service Awards Committee

6.3.1 A quorum of the Customer Service Awards Committee will review the nominations and make their recommendation(s) to the Mayor who will make the final decision.

6.4 Award

6.4.1 The Award will be processed as a "Special Act" cash award and the employee will be required to sign for the award, which will be counted as income.

6.4.2 A copy of the nomination and award will be placed in the employee's personnel file.

6.4.3 Employees shall not receive more than one (1) Customer Service Award per fiscal year, though they can be nominated each quarter.

7.0 RESPONSIBILITIES

The Office of the Mayor and the Human Resources Department shall administer this policy.

8.0 APPENDICES

Nomination Form

APPROVED BY:

Mayor B. Verver
Mayor

03/07/08
Date

[Signature]
Director - Human Resources

2/19/08
Date

[Signature]
City Attorney (Asst)

2-19-08
Date



"Catch 'em Doin' Somethin' Great!", the City of Spokane's Customer Service Employee Award Program, was created to promote excellence and reward exemplary customer service provided by employees to citizens and other employees. Recipients recognized for their achievement are selected quarterly. If you have experienced exceptional customer service by a City employee or group of employees, we encourage your nomination for this award.

"Catch 'em Doin' Somethin' Great!" nominee criteria:

An employee (or group of employees) may qualify for the "Catch 'em Doin' Somethin' Great!" Customer Service Award by meeting one or more of the following criteria:

- ▶ Provides direction, assistance or service beyond acceptable standards
- ▶ Exhibits excellence in customer follow-through
- ▶ Handles customer requests efficiently — meets customer needs successfully and ensures customers are satisfied
- ▶ Provides flexible, proactive resolution of a long-standing problem
- ▶ Shows initiative beyond the normal scope of service
- ▶ Exhibits significant improvement in relations with the customer
- ▶ Is a master in the art of listening in order to determine customer needs
- ▶ Demonstrates creativity or resourcefulness in assisting customers

In order for your nominee to be considered, please complete the electronic nomination form and submit it to the Customer Service Committee at somethinggreat@spokanecity.org. The Committee will select the award recipient based on the criteria set forth. The Committee will notify recipient(s) of their selection and the individual(s) will be recognized at a future City Council meeting.

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



Customer Service Award

The City of Spokane's "Catch 'em Doin' Somethin' Great!" Award acknowledges individual City employees or a group of employees who demonstrate outstanding customer service, flexibility and personal attention to improve, develop and maintain relationships with our customers.

To nominate an employee, please complete the electronic form below.

Nominee (s): _____

Office or location (if known): _____

Name of person submitting nomination (optional): _____

Email address or phone number of person submitting the nomination: _____

Date "Somethin' Great" service was performed: _____

Please provide a detailed description of why this individual or team should be recognized (based on the criteria listed on the accompanying form):

Please submit all nominations to the Customer Service Awards Committee at:
somethinggreat@spokanecity.org