DEPARTMENT OF THE INTERIOR
OFFICE OF SURFACE MINING
CUSTOMER SERVICE EXCELLENCE AWARD

NOMINATION FORM

The Office of Surface Mining has established a new award designed to recognize employees that have helped create a "customer-driven" environment. This is your opportunity to recognize OSM employees or contractors (i.e. individuals, teams, and offices) for making contributions that improve customer service. In order to receive this award, the nominee must perform an act that exceeds expectations or demonstrates initiative and/or innovation in one or more of the following areas:

- ❑ Improving the quality or delivery of a DOI product or service;
- ❑ Responding to customer inquiries in a timely and courteous manner;
- ❑ Solving customer service problems or concerns quickly and creatively;
- ❑ Developing new ways of doing business that benefit DOI customers, partners, and/or stakeholders;
- ❑ Providing outstanding service to DOI customers, partners, and/or stakeholders (explain specifically how this is accomplished).

Please submit your nomination to the supervisor of the individual, team or organization for approval of the award. The awardee's supervisor will forward a copy of the justification to the OSM Customer Service Forum member and to the Personnel Office Awards Coordinator. The same individuals or teams should be recognized with a Customer Service Excellence Award not more than once a year.

A one-paragraph justification must describe why this individual, team, or organization should be recognized. What has the employee done that meets the above criteria? What did the employee(s) do to improve customer satisfaction?

Nominee (s): _____ Office: _____

Address (include state & zip): _____

_____ _____ _____
Nominated by Signature Date

Phone and email: _____

Justification:

_____ _____
Nominee's Supervisory Approval Date