Gaston College Customer Service Recognition Program

You Rock!

www.gaston.edu
PURPOSE

Every day we see faculty and staff providing great customer service to help students or co-workers. This is your chance to recognize those employees who consistently provide exceptional customer service with a positive attitude while serving the college’s internal and/or external customers.

WHY?

The way we all relate to our customers - both internal and external - can make a big difference! Our students are a vital asset to our College. Without them we would not exist. When we provide superior customer service, not only will our students consider us for future educational needs, but they will recommend us to their friends, family and associates. Fostering a community of appreciation and commitment to excellence boosts morale and helps us all to support each other and our students.

ABOUT THE PROGRAM

The goal of this recognition program is to give an informal recognition of one peer to another - a way of showing appreciation to fellow employees who provide great customer service. When recognizing a peer, be fair and consistent. We want to make this a user friendly process that can be available on all campuses of Gaston College.
WHO SHOULD BE RECOGNIZED?

In determining who to recognize, look for someone who...

- Represents Gaston College in a positive way
- Demonstrates superior customer service
- Serves the customer with an innovative approach
- Exceeds the customer’s expectations
- Shows high quality work performance by being efficient and productive
- Engages in committees, additional projects, assignments, activities, community organizations
- Goes above and beyond the call of duty while still accomplishing their normal job responsibilities
- Is reliable, dependable, effective, trustworthy

HOW?

To recognize a fellow employee, complete the recognition form provided on the GC Intranet under Customer Service Recognition.

RECOGNITION

Once the electronic form is submitted, a notification of recognition will be delivered electronically to the employee being recognized, with a copy to their supervisor.

Once a month special recognition cards will be sent out to these employees. The card(s) may be displayed by the employee, or just kept as a reminder that their actions were noticed and appreciated.

Also, once a month, one person who has been recognized will be picked by random drawing to have their own parking space, close to their office (building) for the next month.
“Appreciation can make a day, even change a life. Your willingness to put it into words is all that is necessary.”

~ Margaret Cousins