

Nomination Form

The *Neville Mulgat* Customer Service Award



Nominated Employee:
Department/Section:

Examples of good customer service:

Nominated by

Name: _____

Section/Address: _____

Signature

Date

Nomination to be confidential

The *Neville Mulgat* Customer Service Award



Basis for Selection

The *Neville Mulgat* Customer Service Award will be made to an employee following nomination by a fellow employee, contractor or member of the public. The Judging panel will have regard to the following topics when selecting the recipient:

- *Face to face* Customer contact
- Telephone Customer contact
- Service backup to fellow employees
- After hours Customer contact
- Presentation
- Respect for your fellow workers and Customers
- Respect for fellow workers
- Customer request response times

The weighting applied to the quantity of nominations and the topics listed above will be at the sole discretion of the judging panel. Due consideration will be given to performance over and above the employee's normal duties and also the role that the employee undertakes in the Organisation.

Judging Panel

The judging panel will consist of the Chief Executive Officer and Officers as nominated by the CEO.

Nomination Close

Please place your nomination into an envelope and deposit it in the marked container at the front counter of the Administration Centre, The Bay of Isles Leisure Centre, Library, Wylie Bay Landfill or the Brazier Street Works Depot.

Prizes

The Prizes for individual and team awards will be awarded at a gathering of staff.

- Winners of the team award will receive a voucher to the value of \$300
- Winners of the individual award will receive a voucher to the value of \$200.

*The award is named after **Mr. Neville Mulgat** who was employed by the Shire of Esperance for many years. Neville demonstrated extra-ordinary dedication during his time of employment and is a fine example to follow.*