

**EMPLOYEE CUSTOMER SERVICE AWARD PROGRAM
STANDING OPERATING PROCEDURE
HEADQUARTERS, U. S. ARMY GARRISON
307 CHAMBLAIN AVENUE
FORT GORDON, GEORGIA, 30905-5730**

1. **PURPOSE.** To establish and implement a simple, but effective employee customer service recognition award program.

2. **OBJECTIVE.** USAG Fort Gordon's Employee Customer Service Award Program is designed to foster, encourage, and sustain a responsive and active customer service climate throughout the Garrison by recognizing outstanding employee customer service attitudes and efforts. The Garrison's Employee Customer Service Award Program is not intended to be in lieu of directorate-level award initiatives, but to be conducted in addition to such programs if existing. The Employee Customer Service Award is a two-part award consisting of a four-hour Time-Off Award (TOA) and a signed Service Excellence Certificate of Appreciation.

3. **RESPONSIBLE PROPONENT:** The PAIO CSO manages the Garrison's Employee Customer Service Award Program.

4. **GENERAL.**
 - a. Award Authority:
 - (1) Directors and Staff Principals identify employees to receive award.
 - (2) Authority to nominate is limited to own employees.
 - (3) Garrison Commander (GC) retains authority to remove nominees from consideration.

 - b. Award Basis: The Employee Customer Service Award Program is not intended to be used as a rotating system for awarding employees. As a minimum, an individual must meet the following criteria to receive the Employee Customer Service Award:
 - (1) Employee possesses and daily demonstrates customer-first mindset and attitude in job practices and interaction with customers.
 - (2) Employee's customer service attitude and efforts are favorably recognized (verbally, written, or otherwise) by customers.

(3) Employee does not have a derogatory or otherwise unfavorable performance file for the current rating period.

5. PROCEDURES.

a. Solicitation for Award Nominees:

(1) Via email, PAIO solicits nominees. PAIO provides a simple “yes/no” checklist containing criteria in paragraph 3, to directors and staff principals.

(2) A digitally-signed return email from the director or staff principal to PAIO will contain the names and position titles of nominee(s) and will serve as the signed validation that those nominees meet the award criteria.

b. Frequency of Award: Quarterly.

c. Participation: Voluntary, but actively solicited.

d. Limited Eligibility:

(1) Garrison employees only.

(2) Does not include contractors or contracted employees.

e. Nominee Review and Approval Process:

(1) The PAIO Customer Service Officer (CSO) reviews recommendations for compliance with the award process requirements, consolidates list of nominees, and prepares certificates for GC signature.

(2) The Deputy to the Garrison Commander (DGC) reviews the consolidated list and forwards it to the GC for signing of the certificates. *Note: the DGC will discuss any proposed removals from the list of nominees with the GC, and if warranted, lines through the applicable nominee’s name and title.*

(3) GC approves the resulting list by signature, and signs the applicable certificates.

6. COORDINATION:

a. The CSO will notify directors and staff principals of final award decisions.

b. The CSO coordinates the award presentation (venue to be determined), photos, and writes narrative for input to Signal newspaper and Customer Management Services web site.

c. The administrative staff of the respective directorate or staff principal will process the TOA after the GC approves the nominees. The administrative staff will follow up with the CSO for Employee Customer Service Award tracking purposes.

7. **POC:** Any questions regarding this SOP may be directed to the Customer Management Services Office, PAIO, at COMM: (706) 791-1622, (DSN 780).

//ORIGINAL SIGNED//
GLENN A. KENNEDY, II
COL, SC
Commanding

ANNEXES:

ANNEX A: Award Solicitation Email Template

ANNEX B: Nominee List Template

Annex A

Award Solicitation Email Template

Subject: Garrison Employee Customer Service Award Program Solicitation

1. This solicits your ___ Qtr nominees for the Garrison's Employee Customer Service Award. Any nominated employee must meet all of the following criteria:

a. Employee possesses and daily demonstrates customer-first mindset and attitude in job practices and interaction with customers.

b. Employee's customer service attitude and efforts are favorably recognized (verbally, written, or otherwise) by customers.

c. Employee does not have a derogatory or otherwise unfavorable performance file for the current rating period.

2. Via digitally-signed email, provide names and position titles of nominees to the Customer Service Officer (CSO), PAIO.

Note: By your digitally-signed email, you are validating/certifying that all nominees satisfy the criteria in paragraph 1.

3. CSO contact information is: [*enter CSO name, phone number, email address*].