

# STAFF RECOGNITION AWARD

## Delivering Excellent Customer Service - Public Nomination



This form should be used to nominate an East Ayrshire Leisure employee who you think has demonstrated excellent customer service.

### About you

Name	
Address	
E-mail	
Tel	

### About the person you wish to nominate

Name	
Job Title	
Workplace Address	

Is the individual aware they have been nominated? Yes  No

### We have 3 categories to choose from:

#### 1. Going out of the way to put the customer first; e.g

- Displays excellent customer service on a **regular** basis
- No job is too much trouble

Choosing this category means that the staff member offers exceptional service on a **regular** basis.

#### 2. Providing additional services in support of customer needs; e.g

- Actively seeks customer views to improve the service
- Undertakes volunteering work

Choosing this category means that the staff member is flexible and **actively** seeks to assist customers on a **regular** basis.

#### 3. Consistently delivers a high quality of service; e.g


- Always ensures that customer needs are met
- Facilities are always clean and suitable for use
- Other relevant

Choosing this category means that the staff member **always** offers a high level of customer service on **every** occasion.

Please select your chosen category:

Please complete the nomination form on the next page.

Please tell us why you wish to nominate this member of staff and why they meet the chosen criteria. Please provide as much detail as possible and attach additional sheets if necessary.



Thank you for taking the time to complete this form and for helping to acknowledge excellence within our team.

**Please send your completed application form to;**

Staff Recognition Award,  
People & Finance,  
Western Road,  
Kilmarnock,  
KA3 1LL

or email: [info@eastayrshireleisure.com](mailto:info@eastayrshireleisure.com)