

## Program Guidelines

### ELIGIBILITY

1. Employees who have worked for the City of Salisbury for a minimum of 6 months.
2. Employees who have not been selected to receive an award within the previous two years.

### NOMINATIONS

Citizens, visitors, city employees, and the public are encouraged to nominate employees who have provided exemplary service. Nomination forms will be available at various city facilities and on the city's website at [www.salisburync.gov](http://www.salisburync.gov).

### SELECTION COMMITTEE

The selection committee will consist of at least five members of the City of Salisbury Customer Service Design Team. Committee members will rotate as needed.

### SELECTION PROCESS

Quarterly honorees will be selected from among the nominations received. The committee will select examples of customer service that best demonstrate "going above and beyond". The customer service experience should also embody one or more of the principles outlined in the "Ten Keys". While specific instances of great service will be the primary focus, employees may also be nominated for *consistently* providing excellent customer service. The selection committee will strive toward an equitable distribution of honorees among all city departments during the year. Each employee selected for recognition must also receive a favorable recommendation from his/her supervisor or department head.

## Awards & Recognitions

### BRONZE LEVEL HONORS

Each quarter, up to four bronze honorees will be selected and announced. Each will receive a \$50 bonus check.

Recipients will be featured in the City of Salisbury newsletter and on Access 16.

All bronze recipients will also be recognized at a special banquet after the end of the year. Invitations for the banquet will be extended to one guest per honoree and his/her supervisor, the Management Team, the City Manager, the Mayor and the Salisbury City Council.

### SILVER AND GOLD LEVEL HONORS

One silver honoree and one gold honoree will be selected from among the bronze recipients by vote of the members of the Customer Service Design Team (representing Police, Fire, Utilities, Public Services, Business and Financial Services, Parks & Recreation, Engineering, Community Planning Services, Information Technology Services, Fibrant, Human Resources and Administration).

Recipients of the silver and gold honors will be revealed at the annual banquet. The silver honoree will receive a \$100 bonus check. The gold honoree will receive a \$200 bonus check.

~ SERVICE ~  
MAKES THE DIFFERENCE!

For more information about this program or the Customer Service Design Team, contact Human Resources at (704) 638-5217



## Keys To Excellence

### Awards Program & Nomination Form

*Recognizing  
Excellence  
In  
Customer Service*



