



2019 Printing Industry Midwest Customer Service Representative of the Year Award

Nomination Details

Who can be nominated for the award?

Any Customer Service Representative employed by a member of the Printing Industry Midwest may be nominated. The *nominator* may be anyone at a PIM member company (with approval from a supervisor or manager if required).

Nomination Criteria

The award recipient will have gone above and beyond to provide outstanding, innovative customer service or improve a process or service. In addition, this person consistently demonstrates all of the following customer service skills:

- Responsiveness to customers
- Efficiency
- Professionalism
- Innovation
- Conflict Resolution

How do I nominate a CSR for the PIM CSR of the Year Award?

Complete the attached Nomination Form and include with a Nomination Letter and other supporting documents/customer letters, etc. Mail in an envelope marked "confidential" to:

Printing Industry Midwest
Broadway Place West, Suite 2650
1300 Godward St. NE
Minneapolis, MN 55413

Nomination Deadline: NOON on February 6, 2019

Award Details

1. All nominations are reviewed by the CSR Award Selection Committee.
2. The identity of the winner will remain a secret until the Star Awards on April 25, 2019 at the Hyatt Regency Minneapolis in downtown Minneapolis.
3. All nominees, their company presidents and the nominator will be notified to make reservations to attend the Star Awards.
4. All nominated CSRs will be introduced/honored during the Star Awards and will receive a certificate.



● p. 612.400.6200
● Broadway Place West
● 1300 Godward St NE
● Suite 2650
● Mpls, Mn 55413
● www.pimw.org



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Nomination Form

I wish to nominate:

Name: _____ Title: _____

Company: _____ Number of Years at Company: _____

Based on the following criteria, describe situations or give examples of how your CSR goes out of his/her way to provide good service, seeks input into what the customer really wants, or looks for ways to improve service to customers, and/or streamlines processes and internal communications to improve the company's ability to meet customer demands and provide value to the company's bottom line.

Fill in your nomination information below and include with a Nomination Letter and other supporting documents/customer letters, etc.

1. **Responsiveness to Customers' Needs** – Continues to seek feedback from customers regarding their needs and his/her service performance. Demonstrates success in building and strengthening relationships with customers and co-workers.

2. **Innovation** – Continually looks for ways to improve the way he/she provides services as well as searching for new services to meet customer's needs. Demonstrates a passion for the printing industry.

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3. **Efficiency** – Strives to be as efficient as possible in providing services, both in terms of the time it takes to perform the work, as well as the cost of providing that work. He/She has found ways to save the customer money!

4. **Professionalism** – Provides services in a responsible and ethical manner, consistent with our standards.

5. **Conflict Resolution** – Demonstrates successful problem-solving skills with customers and co-workers.

6. **Customer Testimonial** – Statement/letter from a customer supporting your nomination. Attach.

Signed: _____ Print Name: _____

Title: _____ Company: _____

Email: _____ Date: _____



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