



2021 Printing Industry Midwest Customer Service Representative of the Year Award

2021 NOMINATION DETAILS

WHO CAN BE NOMINATED FOR THE AWARD?

Any **Customer Service Representative (CSR)** employed by a member of the Printing Industry Midwest (PIM) may be nominated. The nominator may be anyone at a PIM member company (with approval from a supervisor or manager if required). Nominating is **FREE** and you can nominate multiple people.

NOMINATION CRITERIA - Nomination form on page 2

The award recipient will have gone above and beyond to provide outstanding, innovative customer service or improve a process or service. They must currently work for a PIM Member company in good standing. 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 AWARD?

Complete the attached nomination form and include a nomination letter and other supporting documents/customer letters, etc. **Mail in an envelope marked "Confidential" send your nomination(s) to PIM's office. Remember PIM has a NEW address! Nomination Deadline: 12:00 PM (Noon) on February 18, 2021.**

2021 Star Awards Nomination
Printing Industry Midwest (PIM)
8085 Wayzata Blvd.
Suite 101A
Golden Valley, MN 55426

MORE 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 Banquet on June 17, 2021 at the Hyatt Regency Minneapolis in downtown Minneapolis, MN.
3. All nominees, their company presidents and the nominator will be notified to make reservations to attend the awards banquet.
4. All nominated will be honored during the Star Awards Banquet and will receive a certificate.

QUESTIONS?

Please contact Kristin Davis (612.400.6208) or Sadie Johnson (612.400.604) or email us at starawards@pimw.org.



2021 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. Expand your comments on a separate page if necessary.

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 & ethical manner, consistent with our standards.

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

6. Customer Testimonial – Attach a statement/letter from a customer describing why this CSR should be the **PIM CSR of the Year**.

Signed: _____ **Print Name:** _____

Title: _____ **Company:** _____

Email: _____ **Date:** _____

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