



2022 Printing Industry Midwest
Customer Service Representative
of the Year Award

2022 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.**

2022 Star Awards Nomination
Printing Industry Midwest (PIM)
8085 Wayzata Blvd.
Suite 101A
Golden Valley, MN 55426

Nomination Deadline: 12:00 PM (Noon) on February 18, 2022.

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 22, 2022 at the Hyatt Regency Minneapolis in downtown Minneapolis, MN. Registration at www.pimw.org/events/.
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 Pilling-Davis (612.400.6208) or Sadie Johnson (612.400.604) or email us at starawards@pimw.org.



2022 NOMINATION FORM

I wish to nominate:

*Name: _____ Title: _____ Personal Pronoun: _____

*Company: _____ Number of Years at Company: _____

Based on the following criteria, describe situations or give examples of why your **Customer Service Representative (CSR)** stands out in their field. 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.

*NOTE: the way you list the “Name” and “Company” is how it will be displayed on the award and in marketing/promotional material. Please write clearly.

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

2. Innovation – Continually looks for ways to improve the way they provide 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. They have 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:** _____

Send your nomination(s) to PIM's office...
2022 Star Awards Nomination
Printing Industry Midwest (PIM)
8085 Wayzata Blvd., Suite 101A, Golden Valley, MN 55426

Nomination Deadline: 12:00 PM (Noon) on February 16, 2022