



2023 Printing Industry Midwest  
**Customer Service Representative**  
of the Year Award

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## 2023 NOMINATION DETAILS

**Nomination Deadline: February 23, 2023 at 12:00 PM (CST)**

### 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.**

**2023 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 15, 2023 at the Hyatt Regency Minneapolis in downtown Minneapolis, MN. Registration at [www.pimw.org/events/](http://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 email Kristin Pilling-Davis and Sadie Johnson at [starawards@pimw.org](mailto:starawards@pimw.org).



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## 2023 NOMINATION FORM

I wish to nominate:

\*Name: \_\_\_\_\_ Title: \_\_\_\_\_ Personal Pronoun: \_\_\_\_\_

\*Company: \_\_\_\_\_ Number of Years at Company: \_\_\_\_\_

\*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.](#)

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.

**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.

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**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!

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

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

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

**7. Nominator** – Please fill out the below.

**Signed:** \_\_\_\_\_ **Print Name:** \_\_\_\_\_

**Title:** \_\_\_\_\_ **Company:** \_\_\_\_\_

**Email:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Send your nomination(s) to PIM’s office...  
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8085 Wayzata Blvd., Suite 101A, Golden Valley, MN 55426**

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