

CUSTOMER SERVICE REPRESENTATIVE (CSR)

www.pimw.org/star-awards/



NOMINATION PROCESS:

- 1 On a separate document answer the questions on page 2 and fill out the form by the due date **January 31, 2024 at 12:00 PM (CST)**.
- 2 All nomination will be reviewed a committee early February.
- 3 The results will be shared with the nominator around the middle/end of February.
- 4 The identity of the **winner will remain a secret** until Printing Industry Midwest's (PIM) Star Awards Banquet held on **June 13, 2024** at the JW Marriott Minneapolis Mall of America, Bloomington, MN.
- 5 All nominations will be recognized and the winners will be announced at banquet. Winners will receive a framed certificate and everyone else will receive a certificate in a folder.
- 6 We encourage everyone to attend the banquet to celebrate. It is an honor to be nominated! Registration can be found at www.pimw.org/events/.

QUESTIONS:

If you need any help or have questions on how to fill out the form. Please email Kristin Pilling-Davis & Sadie Johnson at starawards@pimw.org.

OVERVIEW & CRITERIA

All forms due to PIM's Office by January 31, 2024 at 12:00 PM

Printing Industry Midwest (PIM) proudly presents nominations for the 2024 Star Awards competition; the most prestigious symbol of printing excellence throughout the Midwest! The Star Award is a powerful promotional tool for PIM members. It demonstrates your award-winning employees that you are proud of the work they produce.

Nominating is **FREE** and you can nominate multiple people.

WHO CAN BE NOMINATED?

Any **Customer Service Representative (CSR)** employed by a company who is a current member in good standing of Printing Industry Midwest (PIM). The award recipient will have gone above and beyond to provide outstanding, innovative customer service or improve a process or service. The nominator may be anyone at a PIM member company (with approval from a supervisor or manager if required).

NOMINATION CRITERIA

The award recipient must demonstrate outstanding and innovative print leadership that is worthy of recognition. In addition, this person must consistently exhibit all of the following...

- Currently working for a PIM member company in good standing
- Responsiveness to customers
- Innovation to meet customers needs
- Efficient time management and cost savings
- Professional with customers and employees
- Conflict resolution with customers and employees

HOW DO YOU NOMINATE FOR THIS AWARD?

Complete the form on page 2 and on a separate document answer the questions on the form. Next, collect any testimonials or supporting document that help demonstrate why your employee is award-winning.

Gather all the documents together and send them to PIM's office by the due date **12:00 PM (Noon) on January 31, 2024**.

Please send your nominations to...

2024 Star Awards Nomination
Printing Industry Midwest (PIM)
8011 34th Ave. S, Bloomington, MN 55425

CUSTOMER SERVICE REPRESENTATIVE (CSR) OF THE YEAR AWARD

Deadline: January 31, 2024 at 12:00 PM



NOMINATION FORM

Based on the following criteria, describe situations or give examples of why your professional stands out in their field. Fill in your nomination information below and on a separate document answer questions. Collect testimonials and send everything in an envelope to PIM's office by January 31, 2024. Please write clearly.

I wish to nominate:

*Name: _____ Title: _____

Phonetically Write Name: *(if applicable)* _____ Personal Pronoun: _____

*Company: _____ Number of Years at Company: _____

**The way you write the "Name" and "Company" is how it will be displayed on the award and in marketing material. Please write clearly.*

1. Responsive. Continues to seek feedback from customers regarding their needs and service performance. Demonstrates success in building and strengthening relationships with customers and co-workers. Please provide examples.

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. Please provide examples.

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! Please provide examples.

4. Professionalism. Provides services in a responsible & ethical manner, consistent with our standards. Please provide examples.

5. Conflict Resolution. Demonstrates successful problem-solving skills with customers and co-workers. Please provide examples.

6. Testimonials. Attach a statement/letter from associates besides the nominator such as managers or other employers describing why this professional should be the **PIM Customer Service Representative (CSR) of the Year**.

7. Email a photo of nominate. Please **email photo** to Kristin and Sadie at starawards@pimw.org. If you do not have access to a photo, that is okay. This is not required. Judges will not see photo. In the event this nominate wins, this picture will be displayed in PIM's marketing material. If they do not win, the photo might be displayed at the banquet.

8. Nominator, please fill out the below.

Name: _____ Title: _____

Company: _____ Email: _____

Signature: _____ Date: _____