

Strongest Link in the Chain
Nomination Form

Nominee Name____Serena Panter____Department____Customer Service_____

Your Name____Laura Stewart_____Department____Customer Service_____

Date Submitted____01/28/2016_____

Is this monthly nomination? Yes No If yes, which month ____January 2016_____

Is this an annual nomination? Yes No If yes, which year_____

Department Director Signature_____

Reason for the Nomination

Using the program criteria, explain in detail why the employee deserves to be recognized as the *Strongest Link in the Chain*. Use a separate sheet if necessary.

While Serena has been with the Customer Service Department for a number of years, she began as a Cashier, did an excellent job and was promoted to a CSR I/Phone Rep, did an excellent job and then was promoted again to a CSR II which is the position she holds now. Her Customer Service skills are excellent. She also has a positive attitude and is very upbeat and usually smiling and happy. Her Supervisor and I receive numerous compliments about her service. Recently a customer felt so strongly about the level of service that she received from Serena that she sent in a letter to the Griffin Daily News, which was published.

In addition to her excellent customer service skills, she also assists the department by making needed adjustments on accounts. This task is strictly monitored by me and is something that I take very seriously. I would not allow just anyone to have the authority to be able to credit an account. However, I saw in Serena's performance, her professionalism organizational skills, meticulous nature and I knew that she would handle the duties responsibly. She has not let me down.

As if these duties were not enough, because assisting customers with their utility billing questions/concerns every day is a difficult task, Serena is the Trainer for the Customer Service Department. In addition to her daily duties and responsibilities, she trains our new Cashiers and CS I/Phone Reps. (as needed) When asked to take on this new role/challenge, Serena did not have a lot of confidence in herself. She did not see what her Supervisor and I saw. However, she accepted the challenge and has embraced it. She has trained several of our new employees and they are doing great. She has created training worksheets and notes, as to "standardize" the training of each area. When her Supervisor and I met with her for her performance appraisal in December we challenged her again. Her challenge for 2016 is to take her notes, forms and worksheets and compile them in a training manual for the Customer Service Department. I have no doubt that she will meet that challenge. Because to rise above your own self-doubts and insecurities and do what needs to be done and then still do that at an excellent level of performance is what I, in my most humble opinion, consider the Strongest Link in the

Chain to be about.

Human Resources Use Only:

Previous discipline in last 12 months_____

Final Rank_____ HR Signature_____