

# California Workforce Connection

## Customer Service Award Judging Sheet

Nominee: \_\_\_\_\_

Judge: \_\_\_\_\_

Individual/Group: \_\_\_\_\_

### CRITERIA

**0-5 for each**

**1. Customer Services**

0-5 \_\_\_\_\_

The individual/group has displayed exceptional customer service to make a difference in a customer's life; improved or enhanced the image of the workforce system; demonstrated outstanding leadership that had substantial impact on the improvement of working opportunities; working conditions, or entitlements for customers.

**2. Resource Promotion**

0-5 \_\_\_\_\_

The individual/group shows efforts to involve the community and other supportive service for the betterment of the customer; performed outstanding work in encouraging customers to use workforce system services; enhanced the relationship between workforce development providers and the community.

**3. Partnering**

0-5 \_\_\_\_\_

The individual/group collaborated with an organization or appropriate audience to provide exceptional customer service for a workforce system customer.

**4. Creativity/Innovation**

0-5 \_\_\_\_\_

The individual or group initiated a program idea or innovation that creatively solved a problem or challenge, or improved the delivery of workforce services to customers

**5. Improved Operational Efficiency**

0-5 \_\_\_\_\_

Performed outstanding work to improve the operational efficiency of a workforce program which resulted in increased customer service/satisfaction. This could be in terms of improving goals, reducing costs, improving use of technology, staff development, outstanding leadership/management, etc.

**6. Membership**

0 or 5 \_\_\_\_\_

Is the individual nominee a member? Or Is 2/3 (66%) of the group members? 0 = NO 5= YES

**TOTAL POSSIBLE POINTS**

**30** \_\_\_\_\_