



SHAKER HEIGHTS

Customer Service Citizens Award
Nomination Form

Say *Thanks* to someone special. The City of Shaker Heights recognizes those employees who have performed exceptional work each year. Now Shaker residents can nominate a City employee who has touched their lives. Announcing the *Customer Service Citizens Award*, given to a City employee who provided outstanding customer service concerning one incident or a pattern of assistance to more than one incident by:

- Going the extra mile to find a resolution
- Exceeding resident expectations
- Responding with extraordinary kindness and/or attention
- Providing exemplary service, well beyond what the situation(s) required

Employee's name:
Department (if known):
Date(s) of service:
Describe the situation:
Resident's name:
Address:
Phone:

Nominations are accepted all year long. Mail, fax, or email form to:

Cait Farrell
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