



# FAQs and Guidance Notes

## **What is the Customer Excellence Award?**

Excellent customer service is being attentive to the customer's needs, being polite, friendly, personable and upbeat, going the extra mile, and asking the customer questions to make sure that you are meeting his or her needs to the best of your ability.

This award is about saying thank you and recognising those individuals and that have demonstrated these values and you can help us recognise an employee who has demonstrated the above to an excellent level by telling us:

- Who you are nominating
- Why they deserve to be recognised
- Which value(s) they have demonstrated

## **How do I nominate?**

To nominate an employee just complete this [online form](#). The scheme is also open to the public who will have the opportunity to nominate employees.

Please note individuals cannot nominate themselves.

## **Why should I nominate?**

We should recognise and reward our staff for going the extra mile, so please let us know about it; explaining why they deserve to be recognised.

## **Will the Customer Excellence nominations be automatically put forward for the Annual Award?**

The 'Extra Mile Award' recognises individuals who have gone above and beyond what is expected of them in their role. This award scheme runs all year round. Colleagues and the public can nominate.

Whereas, the Annual Award is predominately aligned to a particular award such as 'Team of the Year' or 'Customer Excellence' and recognises and celebrates exceptional levels of achievements from teams. This recognition will showcase teams who have exceeded expectations over the previous 12 months and have had significant impact on the way in which the Council operates.

## **Deadline for nominations**

There is no deadline for nominations. This award scheme is open all year round.

## **Who judges the nominations and how are the winners chosen?**

The judging of the nominations will be carried out by the Employee Engagement Steering Group who will choose the Extra Mile Award winner.

## **Where and when will the winners be announced?**

The winners will be announced every quarter. The Chief Executive will present the award. This will include a presentation photo.

Every winner will be recognised and celebrated in the Work Together, Get Involved staff update, staff intranet, Council website and the Love Middlesbrough magazine.

## **Need further help?**

If you require further help or guidance please email your query to the [Get Involved](#) team.