

# CHRISTOPHER M. CAREY

## 1988-2010

### Customer Service Award



#### **About Christopher M. Carey:**

Chris was a student employee of Dining Services and worked at the golf course restaurant, Mulligan's. Each day he came to work, Chris captured the essence of what we value in our department. The criteria below are reflections of his superior customer service attributes. This award, named in Chris' memory, is a way of encouraging all employed in the University of Maryland Dining Services to strive for the same goals, to do so with pride.... and ALWAYS with Chris' great smile.

#### **About the Award:**

The Chris Carey Customer Service Award recognizes a student employee who has demonstrated excellent or exceptional customer service to others in the campus community.

#### **Criteria:**

This award will be presented to a student who by his or her demeanor, words and actions provides superior customer service. Customers may include students, parents, faculty, staff or guests of the campus. Actions that model this exemplary service might include:

- Cordially greeting customers, welcoming them to the campus and the unit
- Promptly acknowledging customers, letting them feel appreciated
- Being respectful and courteous to the customer and those around you
- Listening to the customer and being able to anticipate their needs
- Successfully completing the customer service experience-from greeting to departure
- Acknowledging mistakes, taking corrective action and seeking assistance when needed
- Looking for opportunities to turn a complaint into valuable feedback and a positive outcome

#### **Eligibility:**

All University of Maryland Dining Services student employees are eligible for this award. An employee is eligible for the award once every three years.

#### **Who May Nominate:**

Any University of Maryland employee may make a nomination for this award.

#### **Award Amount:**

\$1000.00

## Submission Form:

Person making nomination should complete the information below:

Name					
Street Address (campus)					
City		State		Zip Code	
Phone		E-Mail Address			
Current GPA		Number of Years Employed By Dining Services			
Name of DS Unit				Student ID #	
<b>EXTRA CURRICULAR CLUBS AND ACTIVITIES</b>					

Submit a short essay (350 words or less) of individuals' accomplishments within your unit, or campus, using the criteria listed above that would qualify you for the Christopher M. Carey Award.



## Procedures:

- A Recognition Committee will be formed to review nominations, confirm eligibility and when necessary, verify information.
- The Recognition Committee will select the Chris Carey Customer Service Award recipient by majority vote.
- The award recipient will be invited to and recognized at the University's Annual Student Awards Banquet