

The Ascom Service Star Nomination

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From

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The Ascom Service Star was established to recognise individuals who deliver outstanding customer experience and quality service. It aims to develop service models for staff to emulate and to outline our service champions.

Ascom is committed to delivering service excellence to all our customers. Through this program, it will allow us to highlight the people in our organisation who are leading the way in delivering outstanding service to our clients.

The Ascom Service Star who received the acknowledgment is a member who is able to deliver superior service to their customers. This award is nominated by the customers, outlining what the individual did to further add value to our customer. In which we are all striving to do!

Award Objective:

- Inspire service staff to reach new heights
- Identify our service role models
- Encourage other service champions
- Recognise the efforts of service staff

Key Characteristics of Service Stars:

- Quick & proactive in anticipating and attending to customer need
- Going beyond expectations of the customer, championing and role modelling excellent service
- Accurate and consistent service at all moments and touch points, stepping in to help out team members without being asked
- Effective and reflective in the handling of feedback and resolution of difficult situations Well-informed and cooperative in communicating service offerings

We encourage you to nominate one of our talented, innovative, exceptional Ascom team members today if you have received superior service.

Please take a moment to email us at ascomservicestar@ascom.com describing how this individual went above and beyond to deliver excellent service to your organisation.

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