

Excellence in Practice Awards

The Elite: Team Excellence in Customer Service

August 8, 2022

I. Award Description

The Elite is awarded to a local help desk military member or government led team that deserves recognition for delivering the highest levels of customer service. The team that receives this award demonstrates innovation through exemplary communications, problem solving, and implementation of systematic processes resulting in an elite model of customer care. Through innovation and personal dealings with customers, the team selected for this award consistently achieves the goal of satisfying customer needs.

II. Award Criteria

Entries in this category will be judged on the following criteria:

- Systematic processes that achieve and maintain organizational travel goals
- Effectiveness, timeliness, and appearance of communication efforts
- Facilitation of training to fill identified sustainment or gaps in knowledge
- Use of customer service feedback to improve services

III. Nomination Instructions

Complete the entry form and email it to dodhra.mc-alex.dtmo.list.eip-awards@mail.mil. You may use the nomination form below or include all required information in a Microsoft Word document. Please include any supporting materials as attachments to the email.

Nominations must be received to DTMO by November 11, 2022. DTMO will forward the package to your Service/Agency representative for consideration.

The Elite Award Entry Form

Candidate Team and Place of Duty
(no abbreviations please)

Candidate Team Members' Names
(must include a military member or government employee)

Nominator's Name and Title

Nominator's Phone and Email

Provide a clear, concise response with examples of how the Candidate Team meets each of the criteria. You may submit up to three supporting attachments to enhance the nomination package.

- Travel Program Description:** Briefly summarize your travel program, including the scope and size of the travel support effort.
- Customer Service Program Highlights:** Describe the efforts, initiatives, and customer service processes that support your travel program and the outcomes. Please include **only** activities and accomplishments that occurred in FY22 (from October 1, 2021 through September 30, 2022). Focus on the following criteria*:

- Systematic processes that the team has implemented that help achieve and maintain organizational travel goals.

- Effectiveness, timeliness, and general appearance of communications sent by the team to their users (submit example).

- Facilitation of training as an improvement means. Provide examples of how the team offers and/or promotes training and resources.

- Customer service and feedback.

- Supporting Materials:** You may include, but no more than three, documentation samples, URL links, screenshots, and other materials to support your submission. Please submit supporting materials as attachments to the email when submitting the entry form.

*Criteria will be weighted as follows:

a = 40% b = 30% c = 20% d = 10%