

KSNA Customer Service Award

Based on achieving the highest standards of Customer Service, this award goes to the individual who has demonstrated excellent service to his/her customers.

The purpose of this Award:

1. To recognize within our profession those individuals who go above and beyond to give their students and staff the best meal experience on a continuing basis.
2. To make the educational community specifically and the public generally more aware of the top performers in our business.
3. To provide an additional incentive for Managers and Assistants to strive for the highest standards of Customer Service which results in programs of excellence.

School districts employees and School Nutrition Directors are encouraged to nominate one of their Managers or Assistants. Managers and Assistants should nominate their colleagues for this prestigious recognition.

A scale with the criteria and scoring is included with this information.

Award: This award will be presented at the Annual KSNA Conference.

Deadline: May 1

*Customer Service is not a
department. . . it is an Attitude!*

Customer Service Award

Score Sheet

SCHOOL NAME _____

CRITERIA	POINTS EARNED		POINTS AVAILABLE	Notes
Develops a relationship with students.			10	
Creates a positive environment.			10	
Encourages a healthy relationship w/food.			10	
Always wears a SMILE			10	
Good relationship with parents.			10	
Recognizes that all students and staff are our customers.			10	
Speaks with a friendly voice even when keeping order.			10	
Cleanliness			10	
Decorates/garnishes the serving area.			10	
Good eye contact with customers.			10	
TOTAL POINTS			100	