



DEPARTMENT OF THE ARMY  
INSTALLATION MANAGEMENT COMMAND  
HEADQUARTERS, U.S. ARMY GARRISON FORT WAINWRIGHT  
1046 MARKS ROAD #6000  
FORT WAINWRIGHT, ALASKA 99703-6000

IMFW-PI

OCT 16 2015

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Garrison Customer Service Award Program (Garrison Policy #36)

1. PURPOSE: To establish and implement a succinct and effective customer service recognition award program.
2. OBJECTIVE: The Garrison Customer Service Award Program is designed to promote, support and sustain a responsive and active customer service climate throughout the Garrison by recognizing outstanding employee and/or organization/team customer service attitudes and efforts. The award program is not intended to replace any directorate-level award initiatives. Award presentations will be held quarterly at the Community Action Council (CAC).
3. POLICY: Each directorate or staff agency attached to the garrison may nominate one employee and/or team quarterly. The quarterly awards program periods are defined as follows: 1 Jan-1 Mar, 1 Apr-30 Jun, 1 Jul-30 Sep, 1 Oct-31 Dec. The nominations are due the 15<sup>th</sup> of the month or next business day after the 15<sup>th</sup>.
4. RESPONSIBLE PROPONENT: The Plans, Analysis and Integration Office (PAIO) will manage the Garrison Customer Service Award Program.
5. GENERAL:
  - a. Award Authority:
    - (1) Directors and staff principals will nominate employees or teams to receive the award. Authority to nominate is limited to own employees.
    - (2) The Garrison Commander (GC) retains authority to remove nominees from consideration.
  - b. Award Basis: The award program is not intended to be used as a rotating system for awarding employees. At a minimum, an individual or organization/team must meet the following criteria to receive the award:
    - (1) Employee and/or organization/team possesses and demonstrates daily customer-first mindset and attitude in job practices and interaction with customers.
    - (2) Employee and/or organization/team customer service attitude and efforts are favorably recognized verbally, written or otherwise by customers.
    - (3) Employee and/or organization/team do not have a derogatory or otherwise unfavorable performance file for the current rating period.
6. PROCEDURES:
  - a. Solicitation for Award Nominees:
    - (1) Through email, PAIO solicits nominees and provides a simple "yes/no" checklist containing criteria in paragraph 4 to directors and staff principals.

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(2) A digitally-signed return email from the director or staff principal to PAIO will contain the names and position titles of nominees and will serve as the signed validation that those nominees meet the award criteria.

- b. Frequency of award: Quarterly.
- c. Participation: Voluntary, but actively solicited.
- d. Limited Eligibility:

(1) USAG Fort Wainwright Garrison employees and organizations/teams only.

(2) Does not include contractors or contracted employees.

- e. Nominee Review and Approval Process:

(1) A committee comprised of the Garrison DGC, XO, Chief of PAIO, and the PAIO Customer Service Analyst will review submitted nominations for compliance with the award process requirements and select a winner based on the merit of submitted nominations. The PAIO Customer Evaluation Analyst will prepare the garrison certificate of appreciation for the GC's signature. In the event a team is selected as the winner, a certificate of appreciation will be prepared for the team.

(2) The Deputy to the Garrison commander (DGC) reviews the committee's selected winner and forwards the recommendation to the GC for final approval.

(3) The GC reviews and approves the committee's selected winner and signs the applicable certificate(s).

#### 7. COORDINATION:

a. The Customer Evaluation Analyst will notify directors and staff principals of final award decisions.

b. The Customer Evaluation Analyst coordinates the award presentation, photos, and submits a narrative to the Alaska Post.

8. This policy supersedes Garrison Policy #36, SAB, dated 30 Jan 12.

9. POC: Any questions regarding this policy may be directed to Christina Donovan, Customer Evaluation Analyst, 353-9721.

2 Encls

- 1. Award Solicitation Email Template
- 2. Nominee List Template



SEAN C. WILLIAMS  
COL, SF  
Commanding

#### DISTRIBUTION:

All Garrison Directors and Agency Chiefs

Award Solicitation Email Template

Subject: Garrison Customer Service Award Program Solicitation

1. This solicits your \_\_\_ Quarter nominees for the Garrison's Employee and or Organization/Team Customer Service Award. Any nominated employee and or organization/team must meet all of the following criteria:

a. Employee and or organization/team possesses and daily demonstrates customer-first mindset and attitude in job practices and interaction with customers.

b. Employee and or organization/team customer service attitudes and efforts are favorably recognized verbally, written or otherwise by customers.

c. Employee and or organization/team does not have a derogatory or otherwise unfavorable performance file for the current rating period.

2. Through digitally-signed email, provide names and position titles of nominees to the Customer Evaluation Analyst, PAIO.

NOTE: By your digitally-signed email, you are validating/certifying that all nominees satisfy the criteria in paragraph 1.

3. Customer Evaluation Analyst contact information is: Christine Donovan, 907-353-9721, christine.e.donovan5.civ@mail.mil.

Nominee List Template

Subject: Garrison Customer Service Award Program Nominee List Template

1. Employee and/or Organization/Team Name:
2. Employee and/or Organization/Team Position:
3. Employee and/or Organization/Team Title:
  - a. Employee and/or organization/team possesses and daily demonstrates customer-first mindset and attitude in job practices and interaction with customers. Yes \_\_\_ No \_\_\_
  - b. Employee and/or Organization/Team's customer service attitude and efforts are favorably recognized verbally, written or otherwise by customers. Yes \_\_\_ No \_\_\_
  - c. Employee and/or Organization/Team does not have a derogatory or otherwise unfavorable performance file for the current rating period. Yes \_\_\_ No \_\_\_
  - d. Narrative (500 words or less) on why you are nominating this employee/team.