



Customer Service Awards Program

This program recognizes the efforts of **Airport Authority Employees** and **Airport Tenant Employees** who provide service that goes above and beyond that of their job description.

Program Cost:	
Awards-	\$7500
Event-	\$3000
Extras-	\$3500
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	\$14,000

Customer Service at HSV: PRICELESS

How Does It Work:

[Submit Nominations Here](#)

Anyone can submit nominations. All outside nominations are entered automatically, but internal nominations are reviewed to ensure that they match program criteria. The Process:

- Nominations must reflect a specific event, act or incident, not just a good job.
- Department Head certifies nomination and forwards to Public Relations.
- Certified nominations are logged and a letter from Executive Director is issued.
- Each nomination is eligible for two quarters for selection as an overall quarterly winner.
- Nominator is logged and entered into nominator drawing.**



How Does It Work:



Each quarter one tenant and one airport authority employee are chosen from all of those nominated in the last six months. These are selected on merit.

-The Employee Relations Committee at HSV (made up of one person per department) chooses one nomination per department as the best reflection of Outstanding Customer Service.

-Executive Staff narrows this down to one **quarterly airport employee winner** and narrows down all tenant nominations to **one quarterly tenant winner**.

-Quarterly prize of \$250 and a certificate is presented to each of the two winners at the Airport Authority Board of Directors meeting.



How Does It Work:

Annual Awards Breakfast

All employees at the Port of Huntsville and every tenant nominee are invited to the Annual Customer Service Awards Breakfast.

-Each nominee is recognized aloud and called up to receive a Certificate of Excellence as well as entries for the grand prize based on the number of nominations that they received that year.

*In order to have entries placed in the drawing each person must also be present to win and have attended a Customer Service Training session within the last year.

-Each nominator is also entered in a drawing for a \$500 flight voucher as long as that year's nomination goal is met.



How Does It Work:



At the Annual Awards Breakfast, after each person has received their entries and placed them into the Gold Raffle Wheel we spin once to draw an Airport Authority Employee and once to draw a Tenant Employee.

Each winner receives a Trip for Two anywhere in the world up to \$2500 (as long as they **FLY HSV.**)

The person who nominated the winner receives \$100 in cash as well.



How Does It Work:

Recognition

Recognizing winners throughout the year is an important part of our program. In addition to the Quarterly Awards & Grand Prize we recognize winners in the following ways:

- Social Media Posts
- Employee Newsletter
- Congrats via Video Monitors throughout HSV

 **Huntsville International Airport**

At HSV we work hard each day to provide a level of Customer Service that you can't find anywhere else. We couldn't do it without the awesome individuals working for the airport authority and airport tenants. Today, we hope you'll help us say a special Thank You to Pamela, one of our Custodial Team Members that went the extra mile for passengers and was selected as one of our Quarterly Customer Service Award Winners.

Congrats Pamela, Thank You and Great Job!

#FlyHSV #HSVCustomerService #HSVCares



How Does It Work:

Continuous Training



You can't just ask someone to perform "Above & Beyond" Customer Service without showing them exactly what that is... Our Customer Service Training Program is designed and taught by our Public Relations Team. It is served in two parts (1.5 hour sessions). The training includes both in person and pre-recorded video instruction by our team, samples of acts of Customer Service, body language training, team building and role playing exercises. We also talk through the process of what happens when a complaint comes in and our policy of **"The Customer is NOT always right."**

Training is:

- Interactive, Informative & Fun
- Offered at varying times of the day and three times per year.



How Does It Work:

Okay, I'll Explain...

"The Customer is NOT always right."

We remind our Airport Employees and Tenant Employees that "we have their back". Yes, our number one goal is to take care of the customer, but the only way to do that is by having employees that know you believe in them and trust their ability to do their job- rather than immediately siding against them.

It's true that everyone makes mistakes, but in most cases that we experience our customers just need us to take the time to calmly and kindly explain or educate them regarding a process or procedure that they don't understand. We LISTEN and then we work through the problem without placing blame and finding fault.

*We even do a role play exercise to show how we respond when a complaint comes in to us.



How Does It Work:

TEAM Thank Yous

TeamWork makes the Dream Work at HSV...



We remind employees that we are all in it together and that **EVERYONE MATTERS.**

Most customers don't know or understand the difference in an airport employee and a tenant employee and that's okay since ALL of the employees at HSV embrace and understand that they are representing the airport. They do their part every day so we say Thank You along the way. We also encourage the “**one team**” mentality by providing incentives.

Last year we delivered King Cakes to all of the employees and tenants for Mardi Gras, took Krispy Kreme to everyone in April and gave each person a custom HSV hat to wear as they represent our TEAM...

