



2. What was the impact of the nominee's actions? Please provide specific examples.

3. a) An employee nominated in this category must have demonstrated one or more of the following criteria.

Please select all that apply to the nominee and explain how they have demonstrated these criteria.

- Provides thoughtful and effective options to customers and follows-up to ensure resolution
- Takes prompt decisive action to resolve issues quickly and effectively
- Exhibits a genuine commitment to providing great customer service as an ambassador for the TTC
- Maintains a steady focus on the timely and courteous delivery of services even under stressful circumstances
- Serves as a clear role model for and innovator of customer service initiatives
- Advocates for improvements that enhance customer satisfaction and experience
- Commits to improving service quality

b) How has the nominee demonstrated the above criteria?

4. Is there any other info you would like to include about why the nominee deserves to win a Customer Service Award?

5. How did you hear about the Rewards and Recognition program?

- My manager
- My colleague
- A poster
- Wall of Fame
- Email
- Intranet
- Narrowcasting/TTC TV
- The Coupler
- Other (please specify) \_\_\_\_\_

**Please return your nomination to:**  
Rewards and Recognition Submissions  
1900 Yonge Street, 5th Floor  
ATTN: Rewards and Recognition and Events Specialist

Your nomination will be submitted to an Adjudication Committee and award recipients will be announced before the next Rewards and Recognition Award Ceremony. For questions, please email [Michelle.Haddad@ttc.ca](mailto:Michelle.Haddad@ttc.ca) or call the Special Events section at 416-393-3640.