

Georgia Army National Guard Honored For Service



Lieutenant General Clyde Vaughn presents the award to Maj. Larry Deaton; Brig. Gen. Maria Britt; and Maj. Gen. Terry Nesbitt.

"The Georgia Army National Guard is a top-notch role model for the military and other industries in our country," said Lt. Gen. Vaughn. "I applaud them for implementing continuous strategic and tactical improvements into their operations and setting the standard for all other National Guard organizations to achieve."

Customer-focused changes

Aside from providing local communities with ready units, infrastructure and information, the GaARNG improved existing services by:

- » Implementing a successful customer complaint system
- » Expanding their Youth Challenge Academy Program by 60%
- » Streamlining their mobilization process to provide faster service in times of need

Exceeding expectations

"This is a tremendous accomplishment for our organization and is further validation of our members' hard work and dedication to continuous improvement and exceeding customer expectations," said Brig. Gen. Maria Britt, commander of the Georgia Army National Guard.

The gold standard

The Georgia Army National Guard (GaARNG) has been awarded First Place in the Gold Division of the 2008 Army Communities of Excellence (ACOE) program.

The ACOE recognizes organizations who integrate successful change management frameworks into their everyday operations. For the GaARNG, an organization whose work affects the lives of all Georgians, it allowed them the opportunity to assess their approach, organization and results of ongoing efforts to improve customer service.

Customer Service Hero: TFC Stacey Ayers

If you listen to the *Moby in the Morning* radio program, you may recently have heard a letter read from a grateful listener who bragged about the superb customer service she received from Trooper First Class Stacey Ayers after she unexpectedly ran out of gas.



"Not only did this very polite, kind officer help me, he went above and beyond what I requested," she wrote.

Going the extra mile

TFC Stacey Ayers showed great care during the situation and took the stranded motorist to purchase a gas container, pumped the gas for her and waited to make sure she drove away safely.

"He was very kind and polite, but what impressed me the most was that at no time did he show the tiniest bit of condescension or scorn," she said. "This would have not only been the natural reaction, but a reaction that was deserved."

Governor's Awards

The Annual Governor's Customer Service Awards honor state employees and teams who represent the very best of "Team Georgia. Service in ACTION."



HOW TO NOMINATE

Log on to team.georgia.gov for details, or go directly to the online nomination form:

<https://teamgeorgia.wufoo.com/forms/nominate>

AWARD CATEGORIES

Customer Service Excellence

- 4 Individual Awards
- 4 Team Awards

Customer Service Employee of the Year

Customer Service Team of the Year

Outstanding Process Improvement

Most Improved Customer Service Organization

Champion of the Year

Customer Service Leadership

Contact Center Excellence

Customer Service Agency/Institution of the Year

**Nominations Due
August 29, 2008**

The Roadmap Challenge

The Roadmap Challenge is a fun and energetic way for state agencies to show their creativity with the Customer Service Roadmap to Success. The following are examples of creative Roadmap displays you might see across the state.

State Personnel Admin.



The State Personnel Administration showed enthusiasm for the challenge by finding a number of creative uses for the Roadmap. For fun, see how many different uses of the Roadmap you can spot in this photo.

Dept. of Admin. Services

Terry Newsom and Steve Ekin (below) from DOAS started a new fashion trend with their Roadmap wear. Who would have thought that coasters could make such lovely headbands? They also delivered Roadmaps to all DOAS employees.



Are you up to the challenge?

Join the fun this summer by submitting your most creative displays featuring the Customer Service Roadmap to Success.

Need Roadmap posters?

Don't worry! Place an order to the Governor's Office of Customer Service

Dept. of Transportation



Although the traffic light is on red, the Department of Transportation is on "go" with this original display featuring the Customer Service Roadmap.

GA. Dept. of Public Safety



Members from the Georgia Dept. of Public Safety in Milledgeville show their commitment to customer service by posing next to this Roadmap poster.

State Board of Workers Comp.



Craig Henderson, a.k.a "Sir Service von Service," from the State Board of Workers' Compensation, shows that providing excellent customer service can sometimes require heavy lifting.

at 404.463.8793. We are happy to send you the Customer Service Roadmap posters free of charge.

Send your most creative Roadmap photos, displays and ideas to success@ocs.ga.gov.

Ongoing Recognition

Governor's Commendations

On July 16, fourteen individuals and teams will be recognized at the quarterly Governor's Commendation Event for their "above and beyond" service to Georgia's customers.

Individual winners:

- » Christopher Lee Chambers, Sr., *Governor's Office of Consumer Affairs (in memoriam)*
- » Darrell Beam, *DOAS*
- » Gordon Lowe, *Georgia Emergency Management Agency*
- » Harold Lambert, *State Board of Pardons and Paroles*
- » Leslie Sessly, *DHR, Division of Aging Services*
- » Linda Stephens, *DOAS*
- » Margie Landers, *Dept. of Early Care and Learning*
- » Maria Greene, *DHR, Division of Aging Services*
- » Wayne Petty, *Georgia Technology Authority*

Team winners:

- » GDEcD Regional Small Business and Innovation Team, *Georgia Dept. of Economic Development*
- » Fort Benning Temporary Tag Office team, *Dept. of Revenue*
- » Fort Benning Temporary Tag Office team, *GTA*
- » Muscogee County Tax Commissioner's Office
- » Outreach Team, *Teachers Retirement System of Georgia*
- » Troop F Task Force, *Georgia State Patrol*
- » Web Search Team, *Bright from the Start: Dept. of Early Care and Learning*

The Governor's Commendation is an ongoing program recognizing exceptional customer service in Georgia.

Governor's Office of Customer Service

Sonny Perdue, Governor • Joe Doyle, Director

COMMUNICATIONS • Jerri Cloud, Director • Stephen Bailey • Justine Holcomb

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