



Staff Awards 2017

John Lewis 'Valuing our Customers Award' Individual

This award is given in association with John Lewis and will be presented to an individual that has provided a consistently excellent customer experience, which aligns to the Trust's values, and/or have demonstrated a significant improvement in the customer experience they are providing.

The submission should include a description of either:

- ★ The customer service experience that the individual provides, how that aligns with the Trust's values, Welcoming, Kind, Positive, Respectful and Professional, what impact it has on the delivery of high quality care, and evidence that this is consistently delivered,
- ★ The actions that the individual has taken to improve the customer experience they, or their team provide, and what difference it has made to those who use our services, against the Trust values.

"Customer" could relate to service users and carers, or internal customers, for example, corporate teams providing services to frontline or clinical staff

Nominations can be made by service users, carers, their families and staff.

Judging: There will be a panel of judges made up of staff from John Lewis.
The winning individual will receive a trophy, certificate and voucher for £100.

**The closing date for nominations is 1 October 2017
and should be addressed to:**

Communications Team,
The Colonnades,
Beaconsfield Road,
Hatfield,
AL10 8YE

Please complete the form overleaf

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