

## Customer Service Awards & Citations 2008

<u>Name</u>	<u>Department</u>	<u>Citation</u>
The Garrick	Catering	The Garrick is quite simply the best- a classy, attractive looking outlet that provides the very best coffee on the campus, along with quite exquisitely finessed service. Stephen and the team work tirelessly to create a welcoming mood, know their audience and deliver each and every time.
Carlos Manuel Rodriguez-Perreira	Garrick	Carlos, on front desk, is a legendary provider of highly personalised service. To watch him work the queue is to see a modern art form at work. All service managers should witness and watch him.
Linda Newman	ARD	Linda is always so friendly and eager to help with any queries, and brightens up the office with her laugh.
Linda Taylor Mandy Li Hannah Brownlee	Timetables	<p>Timetables always answer the phone and respond to emails promptly. They can take a booking over the phone and send electronic confirmations, usually within minutes. They do a difficult job serving all the departments and really make an effort on customer service delivery.</p> <p>The staff of the timetables office have provided an excellent level of service to the Department of Finance throughout the year, however, especially during the 2007 Michaelmas Term. With the School's overshoot of graduate students there has been increased pressure on room availability and class room sizes. Added to this were a number of unforeseen events which required the rescheduling and changing of timetables, often under timescale pressures. All members of the timetables offices were very helpful and responsive to solve these issues, acting in both a thorough and amenable manner.</p>
Samantha Da Costa	Northumberland House	<p>Samantha has outstanding customer service qualities and goes far beyond the call of duty when dealing with the students that live here.</p> <p>She naturally creates a friendly welcoming environment. She knows all of the 300 residents by name and is always able to talk to any of them about anything and remembers the little things that they tell her. We literally receive at least one or two thank you cards a week for Samantha and the students are always buying her chocolates or gifts.</p>
Mine Tullgren	MIS	In her previous customer-facing role (IT Support to Admin teams), Mine provided exceptional timely support. She was always ready to tackle a new problem and had a very positive and healthy work ethic. No matter how busy she was, she always managed to have time to come to your desk to sort out our IT issues, basically she was great.
Tony Simpson and	Postroom	It's always a pleasure to see Tony deliver/collect the

the Post Room Team		post from the office. He is always happy to help out with any problems I have and truly knows everyone at LSE. The whole team are always very accommodating to me and I think they are not always recognised for the hard work they put in.
Ben Showers and his team at Teaching Support Services	Library	I normally have a tight turnaround with the information requests I send to Ben and his team - and he never fails to deliver. Whether it is giving advice on a student query I've received or updating me on my latest article copyright requests, Ben responds in a timely manner and with good humour. A pleasure to work with him indeed.
Dave Felstead	Estates	Dave has been extremely helpful over a large number of issues in the Library in the last year, many of them not easy to resolve. He is always good-humoured (not always easy) and comes up with innovative ways of tackling problems. He was especially helpful on our last health and safety walkround, when he fixed some problems straight away. He lets us know the progress on jobs, even when there isn't any, and chases things up when they aren't done. With Estates issues it's often hard to produce the goods but I think everyone in the Library who deals with Dave knows that if they contact him they will get a prompt and efficient service, and a smile.
Norbert Severin	HR	Norbert is outstanding as a colleague, he puts himself out to be helpful, he is always knowledgeable and gives excellent advice.
Liz Martin & Louisa Green	TQARO	They're always really helpful, efficient, and get things done, and they always manage to seem happy to help.
Alex Cragg & Louise De-Villiers	IT	Since the new teams were set up, the level of support we've had has been excellent. Alex and Louise are extremely helpful, they always have a positive and friendly approach, invariably have the solution to any issues, and respond very speedily to queries. Louise seems to be managing a very efficient and happy team.
Vic Finnigan	Estates	Vic's always really helpful, efficient, and gets things done, and he always manages to seem happy to help.
Adam Gale	IT	Adam has consistently provided first class support to the Estates Division, at times <i>in spite</i> of the structure he has found himself in. His cheerful manner and professional ability have resolved many difficult IT situations and issues and he has gone the extra mile on many, many occasions.
Graham Shillabeer	Security	Graham is very helpful, polite and quick to respond to enquiries and will help in any way he can. On several occasions he has gone beyond the call of duty and helped me, and our department, with things that are outside of his remit. Since the Government Department moved premises in August 2007, he has been on hand to upgrade swipe card access for many individuals and help with the many access problems that have resulted. He has done all of this in a cheerful, helpful and timely manner.
Alex Fanghanel Katarina Selmoun	Grosvenor House Passfield Hall	Each year in Lent term Residential Services runs an on-line Student Satisfaction Survey. Amongst other things the survey asks students about the friendliness

Mike Warriner Neil Lawrence.	Passfield Hall Northumberland Houses	and helpfulness of reception staff based within halls.  In 2008, 3 halls scored above a 4 (mostly friendly). They were Grosvenor House, Passfield Hall and Northumberland Houses.
AV Team	AV Unit	They're all always really helpful, efficient, and get things done, and they always manage to seem happy to help.  The AV team are great problem solvers, as they recently helped a guest lecturer with their Powerpoint presentation in advance of our public lecture last week.
Liz Bunting	Finance	We feel that the level of service she provided while we were implementing the split of the old Department of Accounting & Finance accounts into the new respective department accounts was excellent. We were given a good deal of advice with regards to how to proceed on what appeared a fairly daunting task at the beginning, and thereafter requests were handled promptly and helpfully. Liz always provides a fantastic service from day to day but during this period she was outstanding and is most certainly deserving of recognition.
Jane Pugh	Governance Team	Jane's always really helpful, efficient, and get things done, and she always seems happy to help.
Sara Talbi & Vaiva Venslaviciute	SDU HR	They are the most "junior" members of HR/SDU but because of the nature of their jobs are involved in "front line service". It is important that they both present the right image of the Division and are courteous and helpful to visitors. Sometimes these front line jobs can be very stressful – not necessarily because they have high workloads but because the individuals often have to deal with "challenging" customers.
Lisa Morrow & Fran Hannan	ER ER	I have received a number of unsolicited comments about the way they handled difficult employment relations cases, how they are invariably calm and help managers who are often struggling with what appear to be insoluble problems to see the wood for the trees.
Joseph Borg, Helen Thompson Renata Sungailaite	Catering	They're all always really helpful, efficient, and get things done, and they always seem happy to help.
Sarah Bailey	SDU/SSC	Sarah is tireless in her efforts to provide a good, dynamic, fun and innovative service to both staff and students.
David Fair	Telecoms	Another person who goes the extra mile, is not rule-bound but simply hugely helpful, efficient and supportive. I have experienced first-hand his responsiveness and helpfulness over the years and a support staff colleague of mine has recently had the good fortune to enlist his help with an urgent job. A job that would normally have taken 5 days was done within 24 hours because he knew we had a particular need. He is excellent and I hope he can be recognised too.
Hilary Parker	International Relations	For unfailingly attentive service to students and academic staff of her department.

Joseph Borg	Senior Dining room	Even though he works exceedingly long hours covering the operation of the dining room and coffee area during the day and events in the SCR and SDR most evenings, he is always pleasant and very helpful.
Maya Schram	SSC	Her development of an in-house 'style guide' has ensured that students (and other users) receive a consistent and professional standard of communication from all members of staff. She also played a key role in leading the SSC towards matrix accreditation, a national quality standard concerned with the effective delivery of information, advice and guidance to customers -- a process in which our users (e.g. students) and partners praised the enthusiasm of staff and the quality of SSC services.
Mark Thomson	SSC	Student appeals and misconduct cases are not normally thought of in terms of their scope for 'customer service'. But over the past two years Mark has transformed the way both students and staff are supported as part of the process for dealing with appeals against examiner decisions and allegations of academic misconduct (including plagiarism). His role is highly challenging in that he is required to provide authoritative advice to both parties as the 'guardian' of the relevant Regulations and Procedures. Mark provides this support in writing, by phone and on a face-to-face basis, patiently granting each individual the time, care and attention that they need. Conscious of the sensitivities that arise in virtually all of these cases, Mark has made great efforts in refining the task of providing what he knows will be received as disappointing news in as sympathetic a manner as possible.
Stephen Swarbrick Joseph Borg	The Garrick Senior Dining room	Stephen and Joe both lead teams who are customer focussed and always there with a smile and warm welcome.
General Course Team	ARD	In the past two years, the General Course Team has directed and managed an expansion in the pre-entry and on-course support and activities provided for General Course students -- these are students from universities abroad, mostly in the US, who spend an undergraduate year at the School. This has included the improvement of the welcome and orientation sessions for the new students, the organisation of a social calendar (trips and activities) throughout the year, and the organisation and running of a three day study weekend at Cumberland Lodge in Windsor Great Park. Also, in an exciting new development for 2007-2008, the team designs, contributes to and edits <i>Tembo</i> , the General Course online newsletter, which is produced three times a term and is designed to keep the students informed of key LSE events, highlight cultural or political issues and generally enhance the sense of community among the General Course students at LSE.
Peter White	Reprographics	The service that Peter gives us is exemplary. He never fails to come up with the goods -- always to tight deadlines.

Ray Donovan-Hill	ARD	Ray is one of our un-sung heroes who quietly looks after all his staff and students whilst juggling the busy job of the planning and development in the Student Services Centre. He was instrumental in helping the SSC get the MATRIX Standard and IIP this year.
Mandy Li	Timetables	Mandy is helpful and cheerful and always works hard, sometimes at extremely short notice, to work out a solution to whatever timetabling problems I contact her about. Nothing is ever too much trouble and she is always very positive.
Wrights Bar	Catering	<p>They are always friendly and helpful. They also provide a very good service to the School in general.</p> <p>They are always friendly and efficient and they work incredibly hard, they must be on their feet for at least 12 hours a day.</p> <p>They have been operating on the LSE campus for as long as I can remember, and I frequent them every single day. I am always greeted with a smile, a grin, a 'darling' and the food and coffee is always what I expect. I can imagine that the majority of LSE students and staff have very fond memories of them - as can be seen by the cards and postcards they receive from alumni even after they've graduated</p>