

FOR IMMEDIATE RELEASE

SIXTEENTH ANNUAL GOVERNMENT CUSTOMER SERVICE AWARD
PRESENTATIONS

The Government Customer Service Community of Practice (“Cgov”) will present the sixteenth annual Government Customer Service Excellence Awards at the Government Customer Experience Conference in Washington on Wednesday, September 6, 2017.

This award program was founded in 2001 to recognize government service delivery teams that excel in applying the foundation elements of service culture to their customer care and to promote sharing of their best practices in the government service community.

The GCSEA winners for 2017 are:

Teamwork
FAA Logistics Center’s Customer Service Branch

Technical Excellence
VA Insurance Center

Customer Focus
National Archives and Records Administration History Hub

Overall Excellence
NASA Shared Services Center’s Enterprise Service Desk

“It is always an honor to recognize innovative service teams doing it right in government” said Daryl Covey, Cgov founder. “And even more so to facilitate the sharing of their ‘lessons learned’ with others who direct, manage, and deliver services in government.”

Following this year’s presentations, the NASA team which won the top award will share their service secrets in a special conference session and there will be an opportunity to network with all the winners in a hosted reception following the conference

Point of Contact:
Daryl Covey
Founder and Facilitator, Cgov Community of Practice
405-365-9895
daryl@cgovcop.org