



Responsive

is providing collaborative, customer-focused solutions to resolve issues.



Anticipatory

is fully understanding & anticipating customer needs to effectively exceed expectations.



Immediate

is taking ownership of the customer's experience by rapidly utilizing available resources to address any problem.



Service-Oriented

is keeping commitments & keeping customers informed.



Exceeds Expectations

is going the extra mile by listening & communicating effectively to partner in our customers' performance.

Nomination Form

As we continually seek to develop innovative programs and services for our customers, we can't forget that the cornerstone of our success is customer service. To ensure that we commit to elevating a culture of customer performance at every level in our organization, we have established the R.A.I.S.E. customer service nomination program.

R.A.I.S.E. is more than just our responsibility to deliver customer service — it's an acronym that identifies the qualities that exemplify the character, value, and integrity of Liberty Healthcare. As we embrace R.A.I.S.E., we can measure its success through our nomination program.

If you observe an associate or team who you feel notably exemplifies our customer service attributes, we want to hear about it.

Fill out the Nomination Form and send it in by email or fax:

E: customerservicenominations@libertyhealth.com | F: (484)-434-1442

Today's Date

Nominee Date of Recognition

Nominator (you may remain anonymous if you wish)

Nominee's Name(s)

Nominee's Program

Please describe in detail the event/occurrence/characteristics that encouraged the nomination and the nominee(s) actions that demonstrate(d) the attributes of R.A.I.S.E.:

Need more space? Use this second page to continue writing — otherwise feel free to delete.

Nominator (you may remain anonymous if you wish)

Nominee's Name(s)

Nominee's Program

Today's Date