

**SOUTH CAROLINA PUBLIC HEALTH ASSOCIATION  
MICHAEL D. JARRETT  
OUTSTANDING CUSTOMER SERVICE AWARD**

The late Michael D. Jarrett, former commissioner of the South Carolina Department of Health and Environmental Control, left a profound legacy for all public servants to follow his promotion of providing exemplary customer service. Mike's philosophy was to view and treat customers as their most valuable resource. Mr. Jarrett's legacy lives on through commendable service consistently provided to those seeking services relating to Public Health by anyone offering public health services within South Carolina.

The first Michael D. Jarrett Outstanding Customer Service Awards (MDJ Awards) were presented in 1993, the year after Mr. Jarrett's death. To celebrate the success of his efforts and in keeping with his philosophy, the Michael D. Jarrett Outstanding Customer Service Award will now be awarded by the South Carolina Public Health Association on an annual basis to a person or persons for providing customer services.

The Michael D. Jarrett Outstanding Customer Service Award will be based on the following criteria:

- The individual or group must be a student in the school of public health or a employee working in an agency or organization in the field of public health,
- The individual or group must have demonstrated active teamwork in providing outstanding customer service,
- The service provided must be related to the mission of public health,
- The service provided must be in response to an assessed customer need or preference identified through any of a variety of means such as: surveys, complaints, suggestions, observations, focus groups or other customer-centered mechanisms,
- Feedback from the customer(s) should indicate that service went beyond their expectations.

The suggested format is as follows:

- Describe the service provided, where and when it occurred,
- Describe why this service was provided, the manner in which it was provided, and organizational or other changes required to carry out the service,
- Indicate how this service meets the criteria for the award,
- Describe the results from the customer(s), the team, or management.

To nominate an individual or team:

- The person submitting the nomination must be a member in good standing with the South Carolina Public Health Association.
- Complete an electronic nomination form attached or the form is on the SCPHA website.