



### 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](mailto:customerservicenominations@libertyhealth.com) | F: (484)-434-1442**

09/30/21

Today's Date

Nominee Date of Recognition

Ian Castronuovo

Nominator (you may remain anonymous if you wish)

Tammy Torres

Nominee's Name(s)

ID IA

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.:

Tammy Torres joined Liberty in Idaho in the summer of 2016 as a Customer Support Specialist. During her five year tenure with Liberty, she was promoted to Customer Support Manager and took on the responsibility of leading a team of Customer Support Specialists. With Liberty's new wait list management program in Oklahoma, it was decided that Liberty would expand its call center in Idaho and hire additional Customer Support Specialists to support services in Oklahoma - all under Tammy's management. To achieve the required staffing compliment for this new initiative, it was necessary to interview and hire a significant number of new employees in a short period of time. Tammy rose to the occasion and put forth extraordinary efforts to thoroughly vet dozens of candidates and select the best of the best. It's an understatement to say Tammy went above and beyond. Her hard work and dedication to meet a lofty goal exemplifies the characteristics of a R.A.I.S.E. nominee and award winner.