



## Bainbridge College Customer Service Award

### Dr. David Pollock Earns BC's 1<sup>st</sup> Customer Service Award

*Bainbridge College's first Customer Service Award goes to Dr. David Pollock (at right), an instructional technology specialist with the Office of Information and Instructional Technology. Here he receives congratulations and the award certificate from President Tom Wilkerson in a brief ceremony on campus.*



The Bainbridge College (BC) Customer Service Committee recognized Dr. David Pollock as its first recipient of the college's Customer Service Award.

In a brief ceremony Oct. 15, 2009, at the Office of Information and Instructional Technology (OIIT) where Dr. Pollock works, President Tom Wilkerson noted that Pollock was recognized for demonstrating consistently high levels of performance while accomplishing normal job responsibilities and exhibiting the five keys of customer service - being courteous, helpful, accessible, responsive and knowledgeable.

Dr. Pollock, an OIIT instructional technology specialist, received a certificate and "Above and Beyond" lapel pin, said Dr. Tonya Strickland, Customer Service Committee chair who coordinated the presentation and the nominations process.

With BC's increased online course offerings this year and a new online format for courses, Pollock spent many evenings and weekends helping to ensure a smooth transition for students and faculty, Dr. Strickland said.

Among the nominations submitted for Dr. Pollock, one commended him for his innovative solutions, complete knowledge of the new online teaching system and for answering "every single concern I've crowded his inbox with," which he did "in the most courteous, tactful, timely, non-patronizing, professional, and thorough manner possible."