



WOW! Story Criteria

1. The WOW! Award is only awarded to SBA employees. As much as we would like to see great service in every walk of life we can only accept nominations of SBA employees.
2. The experience must relate to something that happened here in at SBA. The purpose of The WOW! Award is to recognize and promote outstanding customer service from SBA Employees. All employees are eligible.
3. The experience must be one that was witnessed by or has happened to you/resident/vendor/customer. We expect you to be honest in how you tell the story. Please tell the story in your own words the way that it really happened. Your story may be published and used to promote "The WOW! Awards" so we need to be sure that we've got it right.
4. The story has to be one of exceptional customer service for the employee to receive an award. We do get lots of stories of good service. But we are looking for stories that make us go "WOW!"
5. The story should be a recent one. Please do not send us stories of experiences that happened more than six months ago.
6. Resident letters and/or emails are encouraged to have attached to the nomination form.

These are the types of things where going above and beyond for someone shows how much we really do care at SBA. Thank you so much for your participation and for all you do to make Steve Brown Apartments a GREAT company.