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Extraordinary Customer Service (2008)

Beth Cole

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Extraordinary Customer Service

The majority of university employees are caring individuals who get along well with visitors, students, and co-workers. Some staff members surpass even that standard, so we acknowledge the standouts with the Extraordinary Customer Service Award.

As an accounting specialist for the Department of Modern Foreign Languages and Literature, BETH COLE’s contributions to the management of the department have earned her an extraordinary reputation. She is responsible for processing domestic and international travel, expenditures and transfers of funds—a complex undertaking. But Cole does not stop there. Her motivation, talents and versatility have led her to take on other duties, including assistant to the department head, management of personnel issues and supervision of personnel files, processing of curriculum changes, and training of other office personnel. Cole’s nominator writes that “she does not content herself with simply completing an assignment in a satisfactory manner. She always strives for excellence. I cannot imagine our department’s day-to-day operations without her presence.”