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Extraordinary Customer Service (2009)

Charles Primm

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[Office of the Chancellor »](#)
[Chancellor's Honors 2009 »](#) [Extraordinary Customer Service](#)
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[Announcements](#)
[Chancellor's Honors](#)
[Chancellor's Professors](#)
[Religious and Cultural Holidays](#)
[Honorary Degrees](#)
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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.

Extraordinary Customer Service

CHARLES PRIMM

Charles Primm has been the primary author and editor for the "Tennessee Today" employee newsletter and its predecessor, "@Tennessee" for four years. He handles every submission with great care, getting the facts and the details correct, and is always helpful in advising people about how best to promote their news to the campus. Primm recently oversaw a readership survey to find out what people thought about the new format of the newsletter, and he has been steadfast in his commitment to making changes that readers have suggested. Primm also manages all the broadcast e-mails and the many requests for public records sent to the campus through the Tennessee Open Records Act. Both duties require a significant attention to detail and plenty of interaction members of the campus community. Primm is extremely pleasant and dedicated in all that he does; he is the epitome of a public servant in the key role he serves for the campus.



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