

Standard Chartered Announces CEO Service Award Winner for the month of June

Internal monthly programme rewarding employees displaying excellence in service at the Bank in Bahrain

Manama, Bahrain, 14 July 2013 - Standard Chartered Bank recently announced the winner of the CEO Service Award for the month of June. Bahraini national, Sayed Mustafa Radhi, an agent at the Bank's 24-hour Call Centre who went above and beyond the call of duty, received his award at an internal ceremony in the Bank's Headquarters in Manama.

The CEO Service Award was launched last April with the objective of recognizing employees in Standard Chartered Bahrain who provide and deliver excellence in service for internal customers (those who display excellent customer service when they serve any Bank staff member, colleagues, other departments, stakeholders, etc.); excellence in service for external customers (those who display excellent customer service when they serve Bank customers and clients); and excellence in community service (those who make sure they give back to the community through volunteering for charity, fund raising..etc).

Commenting on Sayed Mustafa Radhi's winning the CEO Service Award for June, Hassan Jarrar, CEO of Standard Chartered Bahrain said, 'I would like to congratulate Sayed Mustafa for a well deserved win and I encourage the team to continue nominating their colleagues and recognising their hard work. It's not about the team that delivers the most profit or revenue, or the person who works the longest hours, it's about the individual who best demonstrates excellence through service in their behaviour and actions especially when he/she goes the extra mile.'

At the end of each month, employees get to nominate themselves and/or their colleagues, whether or not they work in the same department. Contracted employees such as maintenance and security team members are also eligible to be nominated for the Award.

Names and application forms describing specific incidents displaying excellence in customer service are sent to ceo.service@sc.com. A seven-member Selection Committee comprising of 3 members of the Management Committee and 4 members of the general staff evaluate all application forms and vote on names that get shortlisted based on specific customer service incidents.

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