

TO: \_\_\_\_\_

DEPT: \_\_\_\_\_

DATE: \_\_\_\_\_

**Feel GOOD Gram**

**Dear Employee:**

When you receive this – Feel GOOD about the deed you did. It did not go unnoticed and was much appreciated. Thank you for your excellent service to our veterans.

This card will be included in a monthly raffle and you will have the opportunity to win a prize. Congratulations on a job well done.

“It’s All About the Veteran” at Hines VA!!!

**Dedicated to  
Customer Service Excellence**



**Feel GOOD Gram**

**Have you observed a Hines employee providing GREAT customer service?**

Did they help you overcome a problem? Let them know! Take a moment to recognize excellence from our employees. Fill out this card and turn it in to any hospital employee.

**Name of employee:** \_\_\_\_\_

**Service/Job title:** \_\_\_\_\_

**Description of event:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Your Name**

**(optional):** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

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Customer Service Excellence**