

# *“Internal customer service ideas – how to recognize your employees”*

*(HOW VANTAGE POINT DOES IT)*

Jacki Miskimins | Director of Communication & Engagement

# At Vantage Point We Believe:



In putting **employees**  
& **clients** first.



Better Broadband  
means **Better Lives**.



We are building networks  
for **applications** that  
**don't exist yet**.



In **giving back** to our  
local, industry, and  
global communities.

ARCHEOLOGISTS - CAD SPECIALISTS - PROJECT  
ADMINISTRATORS - ATTORNEYS - PAYROLL -  
TRAINING - CYBERSECURITY - OSP MANAGERS -  
CONSULTANTS - PROJECT MANAGERS - FIBER  
PLANNERS - INTERNAL IT - CPE INSTALLERS -  
VICE PRESIDENTS - LICENSED PROFESSIONAL  
ENGINEERS - MBA - CPA - ANALYSTS - GRAPHIC  
DESIGN - POLICY ADVOCATES - CONTRACT  
ADMINISTRATORS - ROW SPECIALISTS - DATA  
NETWORK SPECIALISTS - CUSTOMER RELATIONS -  
USF AUDITORS - COMMUNICATIONS/MARKETING -  
HR - RISK & REGULATORY COMPLIANCE

# CHALLENGES



Geography



Work Environments



Age, Experience,  
VPS History



Expertise &  
Expectations



Day-to-day Workflow



Staff Size

**“Best company I have ever  
worked for even though now it is  
the largest one I’ve ever been at.”**

# ROLE OF RECOGNITION

- Reward
- Honor
- Affirm
- Positive reinforcement
- Model behavior
- Include/Represent
- Tradition
- Staff touchpoint







- FORMAL + INFORMAL RECOGNITION
- WORK BOOTS VS. ICED COFFEE
- "FAMILY" EVOLUTION
- BOX OF SHAME
- ROCK | PAPER | SCISSORS
- PIZZA
- TOUGH STUFF





# Formal/Informal Recognition

- Sizzle Notes
- Silver Dollar Award
- Spirit of Vantage Point Award
- Department recognition
- Gift cards
- VPS Store Certificates
- Participation T-shirts



# Events & Food

- Christmas Party\*
- **Halloween**
- FRS 5K
- Picnics
- Happy Hours / Beer Closet
- “It’s hot.”
- Polar Vortex Pizza



Summer attire rest of this week



Jacki Miskimins

To 田 VPS - Mitchell Office



You replied to this message on 7/27/2023 4:25 PM.

REMEMBER THAT LEVEL IN SUPER MARIO 3,  
WHERE THE SUN IS TRYING TO KILL YOU?



THAT'S TODAY.



Hi team,

It's hot. Summer gear the rest of the week. You know the rules.

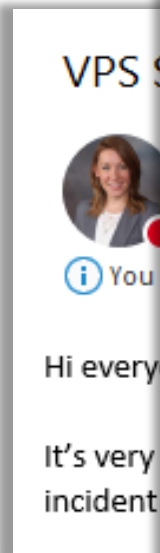


$\text{ADULTS} \div 3$  **OR**  $(\text{ADULTS} + \text{KIDS}) \div 4 = \text{LARGE PIZZAS}$



# Communication

- All-Feet Meeting
- Important: Nicole Stahle
- Fun: Jacki
  - Not fun: Jacki
- Welcome New Hires!
- Quarterly Newsletters



Point team

leagues who joined the team in September:



Bob Crist  
Engineering  
Mitchell



Brendon Schulte  
CAD  
Sioux Falls



9/8/2023

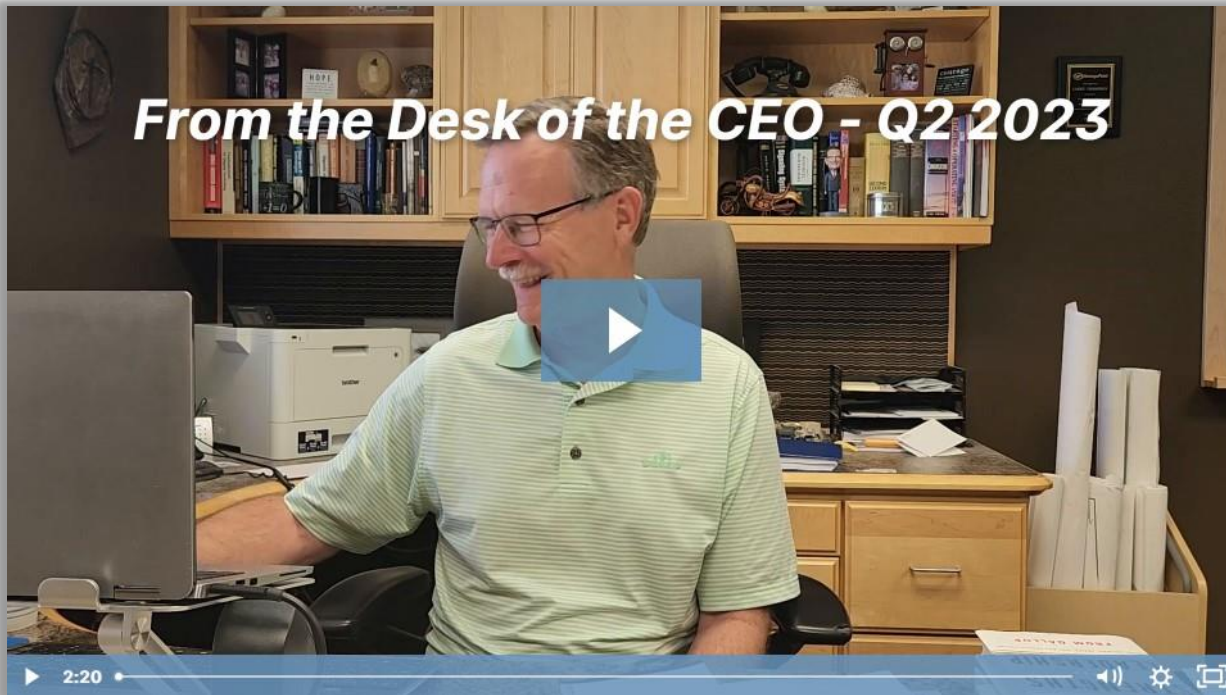
ver there's been a recent

id City

Brookings



## From the Desk of the CEO - Q2 2023



### NTCA Legislative Visits

Jeff Smith met with Sen. Wyden, of Oregon, during the NTCA Legislative Visits in April.



### John Streff quoted in Fiber Forward magazine

Fiber Forward magazine, a publication of the Fiber Broadband Association, recently interviewed **John Streff** about cybersecurity practices and emerging threats. John did a great job representing us! You can read the article [here](#).



### Joel Miller, getting it done!

Pulling fiber to the new CO for Northcentral in Mississippi - **Joel Miller** is seen in the handhole. Thanks **Romaine McCluskey** for the picture!

# Remote Staff

- Broadcast/Recorded staff meetings
- Representation in comms
- Satellite office activities
- Electronic Sizzle Notes
- Carhartt jackets
- Pick'em Pool
- Floods & Tornadoes





# Remote Staff DON'TS

- Desktop instructions
- Donuts
- Virtual Rock-Paper-Scissors

NEVER AGAIN



# Using our Size

- Halloween
- Discounts\*
- Food trucks
- Community Presentations
- Donation collection point





# Other things I should mention

- Employee ownership
- Staff Survey
- Intern Pork Loin tradition
- Whiteboard questions
- Lunch & Learns
- Family friendly



## ***Tough stuff***

*Show staff you care about them  
by caring about them.*

# WHAT I'VE LEARNED

- Love people like they want to be loved
- Respect the role of small groups
- Empower people to care
- Communication expectations
- Avoid salt
- Be awesome to families
- ~~Rock Paper Scissors~~
- Adults  $\div$  3 = large pizzas



# How Vantage Point Does It

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