



The **Excellent Service Award (EXSA)** recognises individuals, in the private and public sectors, who have delivered outstanding service. It seeks to develop service models within organisations for staff to emulate, create service champions and professionalise services

EXSA is coordinated by SPRING Singapore and comprises 7 industries - Attractions, Banking, Hospitality, Land Transport, **Public Service**, Retail and Restaurant. The Public Service Division coordinates the participation of the Public Service in EXSA and is supported by the Civil Service College for the EXSA administration and training requirements.

EXSA is open to all individuals across all levels in organisations in the private and government sectors. There are 3 categories for the EXSA awards, i.e. "**Star**", "**Gold**" and "**Silver**" awards.

A total of 3 attributes form the award criteria of EXSA. The criteria focus on customer compliments received, past record of awards received and contribution to service improvement.

EXSA can serve to encourage all MOE staff at schools and MOE HQ, not just frontline staff, to acquire a service mindset and strive towards customer service excellence when serving both our internal and external customers. With its 3 progression award levels, the EXSA serves as a form of certification for service excellence and the progression of staff in achieving the various levels will assist MOE to continually strive for improvement in performance and internal practices to match industry standards.

#### **Greenwood's Journey Towards Excellence**

Year	Star	Gold	Silver	Total
2013	0	3	4	7
2014	1	8	10	19
2015	3	12	41	56
2016	9	28	37	74