

## FOR IMMEDIATE RELEASE



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### **AH Goes Platinum**

*AH becomes Platinum Certified by the Customer Service Institute of America*

**MT. LAUREL, N.J. – March 30, 2016** – AH was among several leading service providers, organizations and individuals that were honored for service excellence with an International Service Excellence Award from the Customer Service Institute of America (CSIA). AH has been awarded the 2015 International Service Excellence Award in the Small Business category. In 2015, AH became the first and only association management company (AMC) worldwide to become a certified customer service organization. Honored with the Gold Certification last year, this new award now makes AH Platinum Certified.

“Customer service excellence always is one of the most crucial competitive advantages for any business,” said AH CEO & President Bob Waller, Jr., CAE. “Customer Service is a Core Value of AH and is at the heart of our company. All of our employees regularly offer world class customer service. It is a value that everyone shares at AH and we are proud to be recognized for our accomplishments by the CSIA.”

To obtain Platinum Certification, an individual or organization must be currently Gold Certified, have previously received one International Service Excellence Award and must employ at least one Certified Customer Service Manager, whose certification is current. The Certified Customer Service Manager Advanced qualification requires 120 or more hours of study time and annual assignments. Organizations that receive Gold Certification epitomize those that are committed to customer experience and successful, efficient business practices. Gold Certification guarantees that an organization has received the required score across all 25 attributes of the International Customer Service Standard – indicating integration company-wide of processes, procedures, values and customer commitment.

AH joins only one other organization that has the Platinum designation.

The judging criteria for the International Service Excellence Awards is based on the rigorous International Customer Service Standard (ICSS), which provides a comprehensive and practical framework to assist organizations in delivering consistently high levels of service. This standard, based on the balanced scorecard methodology, reviews organizations as a whole to determine if the customer is the focus of the business and how that is supported through culture, processes, procedures, training, hiring practices and, most importantly, actions.

The Customer Service Institute of America (CSIA) is the body delegated by International Council of Customer Service Organizations (ICCSO) to manage the International Service Excellence Awards. These awards are recognized as the premier service awards around the globe. Organizations and individuals that excel in service excellence compete in a variety of categories to recognize their commitment to customer service excellence.

For more information about AH and its services, visit [www.AHredchair.com](http://www.AHredchair.com)

### **About AH**

AH is a professional services firm that specializes in helping non-profit organizations achieve their mission, create value and advance their causes, industries and professions. The Mt. Laurel – based company is composed of four main divisions within AH; a full-

service association management company (AMC); a marketing and communications agency; a meetings & events management team; and a division that focuses on other custom solutions such as strategic planning, website builds and database integrations, accounting, recruitment, public affairs and lobbying, certification management, and growing non-dues revenue. AH maintains AMC Institute Charter Accreditation status. The AMC Institute Accreditation program is based on an ANSI Standard. As named by the Customer Service Institute of America (CSIA), AH is a Gold Certified Customer Service Organization. For more information, visit [www.AHredchair.com](http://www.AHredchair.com), connect with AH on [Facebook](#) on youtube.com/AssociationHQ and follow [@AHredchair](#) on Twitter.

**About Customer Service Institute of America**

The Customer Service Institute of America (CSIA) is to be the professional body of choice for customer service leaders across the US. The Institute has the exclusive North American rights to distribute the International Customer Service Standard (ICSS) and certify organizations against the Standard.

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