

Newsroom

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Georgia Southern University

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[Home](#) > [Press Releases](#) > Georgia Southern University's Admissions Office Honored

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Admissions Team Wins Chancellor's Customer Service Award

The Office of Admissions of Georgia Southern University has been honored by University System of Georgia Chancellor Hank M. Huckaby for its outstanding customer service. The "Happy Hardwood" team was named the bronze winner of the 2012 Chancellor's Customer Service Awards in the outstanding front desk support category.

"When prospective students, parents, and other guests visit Georgia Southern University, our front desk staff are often the first impression they get of our institution," said Sarah Smith, director of admissions for Georgia Southern. "Being greeted with a warm smile and a kind hello helps these guests experience the friendly, small-fee atmosphere for which our campus is so well known."

The name "Happy Hardwood" comes from the hardwood floor at the front entrance of Lewis Hall. Admissions team members take pride in knowing the office is one of the first stops for visitors on campus, and they take great pride in creating a positive and lasting first impression for anyone who steps onto the hardwood.

The awards from the University System of Georgia are to recognize service providers who go above and beyond their normal duties to help internal and external customers. This is the fifth statewide customer service award for Georgia Southern in the last three years.

"The honor of receiving this award confirms our pride in the role we serve within the university," said Smith. "Georgia Southern is focused on creating an environment where the student is at the center of our services, and we are proud to be a part of that campus tradition."

Georgia Southern University, a Carnegie Doctoral/Research University founded in 1906, offers more than 120 degree programs serving more than 20,500 students. Through eight colleges, the University offers bachelor's, master's and doctoral degree programs built on more than a century of academic achievement. The University is one of the Top 10 most popular universities in the nation according to *U.S. News & World Report*, and is a top choice of Georgia's HOPE scholars. Georgia Southern is recognized for its student-centered approach to education.

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