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FOR IMMEDIATE RELEASE

CILCSA Taps Steve Wade of Lowe's with WOW Award for Outstanding Customer Service

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Steve Wade of Lowe's on Dirksen in Springfield, IL recently earned the Central Illinois Customer Service Association's (CILCSA) WOW Award for outstanding customer service. The "WOW" Award is CILCSA's opportunity to recognize those in the Springfield area that inspire us through superior customer service or random acts of kindness.

With a pregnant wife, two infants at home, and a new baby coming in two days, a customer came to Lowe's in a rush to try to get the final piece of wood needed to complete his son's bunk beds. It was crunch time and the customer needed a single piece of wood cut down to a custom size. Unfortunately, the saw on their cutting rig was broken. With zero hesitation, Lowe's associate Steve Wade stepped in and said, "I'm going to get you take care of". Steve went out of his way to cut the wood manually when he could have very easily said, "well the cutting rig is down, sorry we can't get this cut for you today". Instead, he went above and beyond to help.

CILCSA Board members along with the Lowe's happy customer, surprised Steve at a Lowe's pre-shift customer service meeting to recognize Steve in front of his peers. We should all strive to help others and deliver customer service like Steve!

About Central Illinois Customer Service Association -

CILCSA is committed to improving service in our organizations, businesses and in Springfield, Illinois (Central Illinois). We believe that together, we have a better chance of making a difference by leveraging and sharing each other's experiences and successes to make Springfield the "Friendliest City." For more information about CILCSA please visit cilcsa-springfield.com/.

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Need more information on the WOW Award, or to schedule an interview please email CILCSA at centralillinoiscustomer@gmail.com or call Steve Peralta, at 217-553-0008