

## FOR IMMEDIATE RELEASE

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### AH Wins Award for Exceptional Customer Service

*CSIA awards AH with the 2018 International Service Excellence Award in the Small Business Category*

**MOUNT LAUREL, NJ – February 5, 2019** – Association Headquarters (AH), a professional services firm that specializes in helping non-profit organizations achieve their mission, create value, and advance their causes, industries, and professions, has been recognized with a 2018 International Service Excellence Award in the Small Business category by the Customer Service Institute of America ([CSIA](#)).

“Customer Service is a core value of AH and is something that we have placed great emphasis on since the start of our company in 1978,” said AH President & CEO Bob Waller, Jr., CAE. “Providing world class customer service is a competitive advantage, and we take great pride in our staff and their ability to deliver unequalled service to our client partners each and every day. We are honored to be recognized by the CSIA.”

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. The judging criteria for the International Service Excellence Awards is aligned with the 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 to determine if the customer is the focus of the business and how that is supported through culture, processes, procedures, training, hiring practices, and daily actions.

“Without a doubt, what we are seeing in the area of service excellence from these organizations is truly world class,” said Christine Churchill, the Founder and CEO of the CSIA. “The best use a brilliant combination of their people, as well as cutting edge technology to enhance their customer and client experiences. It is exciting to see the great strides these organizations and leaders are taking.”

AH was the first Association Management Company to be a Certified Customer Service Organization through the CSIA, an honor that was achieved in 2015, and reached Platinum status in 2016. Also in 2015, AH President & CEO Bob Waller, Jr. was awarded Customer Service CEO of the Year by the CSIA and the ICCSO.

For more information on AH, its services or locations, 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 comprises 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 Platinum Certified Customer Service Organization. For more information, visit [www.AHredchair.com](http://www.AHredchair.com), connect with AH on [Facebook](#) on [youtube.com](http://youtube.com) and follow [@AHredchair](#) on Twitter.

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