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## **Florida Master Gardener Awards of Excellence Personal Communication**

This award consists of telephone and email activity by Master Gardeners that are responsive in nature. The responses given are to horticultural questions received at the Master Gardener helpdesk or hotline.

To be evaluated, the applicant will be called by one of the judges and asked to respond to a horticulture question(s). The applicant will be asked to provide a follow up email in response to a horticulture question(s).

In order to be eligible, fill out the entry form and provide the information requested below. You will be assigned a time/date for the call and/or email. If the judge calls you at the date/time assigned and you cannot be located, you will be disqualified. By entering this category, you agree to have your conversation with the judge recorded. It will be erased after the judging process is completed.

For this award application, provide the following.

- Master Gardener name
- Extension office phone number
- Help desk email
- Day of the week and time preferred to receive calls or respond to email
- How often does this Master Gardener work on the MG helpdesk? (1x per week, 2x per month)
- How many calls per hour does this Master Gardener generally receive?
- How many emails per shift does this Master Gardener respond to?
- How many years has this Master Gardener worked at the MG helpdesk?

Entries in this category will be judged on:

- Information clear and easy to understand (40 points)
- Accuracy of information (40 points)
- Follow up (10 points)
- Style and ease (10 points)