

**Contact:**

Karli Horn

[khorn@ahredchair.com](mailto:khorn@ahredchair.com)

856-380-6904

**AH Named Best of the Best by the Customer Service Institute of America**

*AH Wins a 2017 International Service Excellence Award*

**MOUNT LAUREL, NJ – March 27, 2018** -- AH, a leading association management company located in Mount Laurel, NJ and suburban Washington, D.C., has been awarded the 2017 International Service Excellence Award in the Best of the Best category by the Customer Service Institute of America (CSIA).

“This is an award that our staff is very proud of,” said AH President and CEO Bob Waller, Jr., CAE. “Demonstrating superior customer service is what we strive to do, as it is one of our core values, and we are honored to be recognized for the dedication we make to our client partners.”

The Customer Service Institute of America was established in 2007. The Customer Service Institute has the exclusive North American rights to distribute the International Customer Service Standard (ICSS) and certify Organizations against the Standard. The ICSS is the world’s only truly international customer service standard offering a balanced internal scorecard self-assessment backed by an external assessment and certification program.

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 CEO Bob Waller was awarded Customer Service CEO of the Year by the CSIA and the International Council of Customer Service Organizations (ICCSO).

“AH is diligent about being in constant communication with their clients. In an attempt to be pro-active in understanding their needs, as well as offering them information they may not even realize they need, or may need. AH is considered best in class in this area,” said Christine Churchill, Managing Director and Senior Assessor for the CSIA.

**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, 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.

**About CSIA:**

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CSIA also has responsibility in the US for training and licensing the Licensed Assessors which conduct the onsite assessments which lead to the awarding of “Certified Customer Service Organization” status. To learn more about Certification, visit our Certification page

The CSIA is the body delegated by ICCSO to manage the International Service Excellence Awards. These awards are the world's peak customer service awards with leading customer service organizations and individuals around the globe being nominated in a variety in categories to recognize their commitment to customer service excellence.