

2016 CUSTOMER SERVICE Award Application

The Customer Service Award is presented to a business with a proven record of delivering outstanding service to its customers/clients. The winning business will have stated their critical success factors and clearly demonstrated how they have achieved meeting their goals in these factors. Size of the business is not a criterion.

The business must meet the following criteria:

1. Be a for-profit business with a substantial base of operations in the communities of Warman or Martensville, or surrounding rural areas.
2. Have a valid business license in the city of which they operate in.
3. Not have been the recipient of this award in the previous two years.

All information is treated in a strictly confidential manner.
*Please enter as much information as you feel will be relevant to demonstrating how your business is deserving of the Business of the Year Award. In addition to this form, please include your company’s logo in EPS (vector) file, as well as images that represent your company (e.g., staff photos, materials illustrating your work, etc.) to awards@warmanchamber.com. The Warman & Martensville Chambers of Commerce will use these to promote your business’ involvement in the awards, as a nominee and/or award winner.

NAME OF COMPANY: _____

Member of: (please select) **Warman Chamber** **Martensville Chamber** **Not a Chamber Member**

Contact Person (first & last name): _____

E-mail Address: _____

Phone Number: _____

Company Web site: _____

Social Media Properties (if applicable, e.g, Twitter, Facebook, Instagram, YouTube, Houzz, etc.):

1. Provide a brief description of your business including the products and/or services you provide.

2. How have you defined customer service within your corporate objectives?

3. Please describe your history of customer service excellence. What makes your customer service distinct and excellent? Provide examples of demonstrated service excellence.

4. Please describe the specific activities undertaken to develop and implement your service excellence program and ensure consistent excellence. Please include and describe any training programs, employee incentives, use of customer feedback, etc.

5. Describe how your customer service excellence strategy has affected your sales and profitability.

6. Please note any extraordinary fact, strategy, or achievement that can be attributed to the business’ success that merits your company being awarded the Customer Service Award.

7. Please provide up to five (5) documents to support your application such as letters of articles or company reports, external performance reports, employee support, references, etc. (attach separate documents to e-mail) Please list all attachments below.

- 1)
- 2)
- 3)
- 4)
- 5)

Before you submit your application ensure you have included the following information (any missing information will result in your application being denied):

1. Application is complete.
2. Your business logo (vector format)
3. Business bio (maximum 240 characters)
4. Supporting documents (max 5)
5. Photos (8-10)
 - a. For the month of January, professional photography services can be provided to your business for \$150 plus tax. Sessions include an hour with your photographer and the high resolution images produced within that hour. Use the time for staff photos, on location photos, behind the scenes photos - anything you want to highlight in your application. Basic editing is included, but extensive retouching requests will be quoted on a per job basis. Additional or longer bookings are also available for purchase upon request. To book your January photo session contact Finelite Photography & Design at 306-683-9661 or Studio 2.0 Interior Design & Photography at 306-262-6884