

2019 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.
4. Been in operation for a minimum of 1 year as of December 31, 2018

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 Customer Service 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@prairieskychamber.com. The Prairie Sky Chamber of Commerce will use these to promote your business' involvement in the awards, as a nominee and/or award winner.

NOTE: Please ensure you have Adobe Acrobat installed on your computer for the award application. Using other programs may result in a loss of information upon saving. We recommend entering your application information in another program such as Word first, then pasting information into the application form.

NAME OF COMPANY:

Are You a Member of the Prairie Sky Chamber of Commerce (please select): ☐ Yes ☐ No

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 that highlights your exceptional Customer Service. This information will be used in the video vignette at WMBEXA if your business is chosen as one of the five finalists.**
- 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):

Application is complete.

Your business logo (vector format)

Business bio (maximum 240 characters)

Supporting documents (max 5)

Photos (8-10) – Professional photos are strongly encouraged as they are used to showcase your business in the video vignettes, should you be selected as a finalist.

a. For the month of January, the following Chamber members have offered professional photography sessions for \$250 plus tax. For more information or to book your photo session, contact:

Finelite Photography & Design at (306) 683-9661 or

Studio 2.0 Interior Design & Photography at (306) 262-6884