

2020 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.

Staying within the maximum word count, 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 the following:

- Your company's logo in EPS (vector) file
- Company bio that can be used in the program should you become a finalist (max 60 words)
- Images that represent your company (ex. Staff photos, materials illustrating your work, etc.) to awards@prairieskychamber.ca. Should you become a finalist, these photos will be used to showcase your business in the finalist vignettes.

NAME OF COMPANY:

Are you a member of the Prairie Sky Chamber of Commerce?

YES NO

Contact Person (first & last name):

E-mail Address:

Phone Number:

Company Web site:

Social Media Properties (if applicable):

Facebook:

Instagram:

Twitter:

1. In three (3) sentences, please provide a highlight of your business. What would you like people to know about your business (story, staff, products/services offered, mandate, etc.). This information will be used in the video vignette at WMBEXA should your business become a finalist.

2. How have you defined customer service within your corporate objectives? (500 word limit)

3. What makes your customer service distinct and excellent? Provide examples of demonstrated service excellence. (500 word limit)

4. Please describe what systems/processes are in place to measure customer satisfaction and ensure consistent excellence in customer service. (500 word limit)

5. Describe how your customer service excellence strategy has increased your sales and profitability. (500 word limit)

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. (500 word limit)

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 60 words) – Should you be chosen as a finalist this is used as a business description in the event program.
- Supporting documents (max 5)
- Photos (8-10)

***Professional photos are strongly encouraged as they are used in vignettes to showcase all finalists at the WMBEXA Gala.

For the month of January, the following photographers are offering professional photography sessions for a special rate of \$250 + taxes. For more information or to book your session, please contact below:

Finelite Photography & Design (306) 683-9661

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