

# Manning Gloucester Great Lakes Business Awards 2016



## Excellence in Customer Service

***This category is not a NSW Business Chamber category. While there is a local regional award available, winning this category will not enable you to go on to further Regional or State Awards.***

***Copy and paste this document into Word to enable you to add content, photographs, graphs, pictures, etc. Please include all additional documents with your entry.***

This award recognises an individual or business who has exhibited dedication to develop and improve customer service in the Manning Valley, Gloucester or Great Lakes Region. This may be demonstrated by, but not limited to:

- **Trust:** Helps clients feel secure about the level of service they can expect to receive from you or your business.
- **Credibility and Stature:** Demonstrates to clients your commitment to service excellence which strengthens your reputation.
- **Exposure:** Shows promotion of the business to both your current and potential customers which helps you to retain customers and gain new business.
- **Focus:** Focuses other employees on maintaining and improving customer service levels.
- **Motivate:** Recognises fellow employees efforts and encourages them to continue to deliver exceptional service.
- **Public Relations:** Prompts media to communicate positive messages about your business.

### Conditions of Entry:

- **Entrants must be located in the Manning Valley, Gloucester or Great Lakes region**
- **Entrants must be received by Friday 10<sup>th</sup> June, 2016**
- **Answer every question**
- **Submissions should not exceed 250 words per question**
- **All information remains confidential**
- **The Manning Valley Business Chamber reserve the rights to preclude any entry which may negatively impact on the reputation of the Business Awards**

### THANKS TO OUR SPONSORS FOR THEIR SUPPORT:



# ENTRANT DETAILS

Name of Business:.....

ABN: .....

Contact Person: .....

Position: .....

Business Street Address: .....

Business Postal Address: .....

Date Business Commenced: .....

Number of employees: .....

Category entered: .....

Email: .....

**I am a member of the Business Chamber**

(Forster Tuncurry, Gloucester, MVBC, Taree, Wingham, Old Bar, Harrington, Hallidays Point)

**I would like to become a member of the Business Chamber**

(Forster Tuncurry, Gloucester, MVBC, Taree, Wingham, Old Bar, Harrington, Hallidays Point)

*Please note that an administration charge of \$25 (+GST) will apply to all Non-Members of the Taree, Wingham, Old Bar, Harrington, Hallidays Point or Manning Valley Business Chamber. This is a once off charge per business and will not be charged multiple times for multiple applications.*

**I hereby agree that:**

- 1. The judge's decision will be final.**
- 2. To the best of my knowledge the information contained in this entry is correct and accurate at the time of submission.**

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_

## APPLICATION QUESTIONS

1. Tell us about yourself and the history behind your business.
2. Explain the key strengths of your business and what makes you the best at what you do?
3. Describe how your business has grown, adapted or responded to the trading conditions of the past year?
4. What plans are in place to ensure that your business remains sustainable into the future? Identify two business goals for the next 12 months.
5. How does your business identify its customers, market to their needs, gain feedback and improve products and services?
6. What new ideas, new products, new technologies or other innovations have you introduced into your business in the last 12 months?
7. How do you ensure staff development, including career path planning and seizing opportunities for your own and employee's personal growth?
8. How does your business stay up to date with changes in the business environment and the broader trends in your industry?
9. How does your business actively support the community and/or business environment? Do you encourage your employees to be involved in community activities?

***Remember, no more than 250 words per question. Send all information and include additional corresponding and relevant details, photos etc. to:***

***[admin@manningvalleychamber.com.au](mailto:admin@manningvalleychamber.com.au) or PO Box 805, Taree 2430***

***In the email subject state: " "full name of category" Application" eg. Excellence in ..... Application***