



Award for Service Excellence

AWARD DESCRIPTION

The award for service excellence will go to the organization that can demonstrate excellence and achievement in service quality and service delivery.

ENTRY CRITERIA

Key factors that must be considered for the Service Excellence award are customer service objectives and strategy, customer care and any innovations with respect to customer service and how it creates service excellence and therefore contributes to the growth of the business.

GUIDELINES FOR SUBMISSION

If you wish to submit type written answers to your questions, or you require additional space to complete your answers, please attach by staple or paper clip any additional continuation sheets, making sure to clearly number each response with the relevant question to which it **relates**.

<i>Entrant Details</i>	
First Name	Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Other _____
Last Name	
Job Title	
Contact Address	
	Postal Address
Telephone No.	Fax No.
Mobile/Cell phone	
Email	
Company Details Please complete these details as you would wish them to appear on any publicity or literature	
Full Company Name	
Address	
	Postal Address
Website	
Type of Company	Small Business <input type="checkbox"/> Medium Enterprise <input type="checkbox"/> Large Corporation <input type="checkbox"/>
	Other
Nature of Business	Sector
No. of Employees	

Information provided within this application form or on additional continuation sheets will be disclosed to the judges on a strictly confidential basis and used exclusively for the purpose of judging The St. Lucia Business Awards. The St. Lucia Business Awards cannot return any documentation provided for submission.

1. Please provide a description of your business in less than 50 words.

2. Please describe why this entry should be recognised for Service excellence. Applicants must clearly demonstrate the following:

How are you able to deliver quality service to customers through specific strategies or innovations?

What processes exist to optimize employee participation in the development of excellence in Customer service?

How are standards Maintained and improved? _____

3. Describe how the service excellence strategy or innovation creates competitive advantage for the entering organisation? (in less than 250 words)

4. What systems and processes exist to promote ongoing Service improvement across the organization? (in less than 250 words)

5. Describe the steps taken to create a workforce that supplies excellence customer service .

What training and development programs exist to drive development in Customer Service at all levels of the organization?

How does the organization recognize and reward staff in relation to customer Service?

6. Describe how the financial performance of the organization has improved over the last 18 months as a result of your company's focus on service excellence? Include, if available, any evidence of sales, profit growth, market share or cost savings to support the entry. (less than 250 words)

7. Please provide the following information:

Chief Executive (name only)

Managing Director (name only)

Press/PR (name and contact no)

DECLARATION

I hereby certify that the information given in this entry form is correct.

Name:

Position:

Signed:

Date:

RULES OF ENTRY

1. Each entry must be submitted on a fully completed application form (or copy thereof). (Please note: additional pages and supporting documents may also be attached, but the organizers take no responsibility for their safe-keeping and cannot return submissions).
2. The judges' decision will be final and no correspondence will be entered into before or after the judging unless feedback has been requested and paid for at the time of entry.
3. The entry must be received at the offices of the Chamber of Commerce Industry and Agriculture by the closing date of December 2, 2011.
4. The organizers are not liable for any costs incurred by applicants during their judging process.
5. Once a company is announced as a finalist, it cannot withdraw from the competition.

All entries should be sent to:

The St. Lucia Chamber of Commerce, Industry
& Agriculture
P.O. Box 482
Vide Boutielle
Castries
Saint Lucia

Or email info@stluciachamber.org