

## Customer Service Award Entry Form

The customer service award celebrates excellence, best practices and innovation in customer service. It highlights the importance of giving consistent and extraordinary customer service and of recognizing new ideas and developments that enable your company to meet the needs of your customers more effectively. This practice leads to increased satisfaction and loyalty and is integral in achieving business success.

### **Eligibility**

All current ALCC member companies are eligible to enter into this category. Must be a current member with a membership expiration date of June 30, 2019.

### **Deadline for Submission:**

All customer nomination forms must be received by 5pm on December 7, 2018. Companies have until 5 pm on December 14, 2018 to submit their essay portion of the entry form.

### **Entry Fee:**

There is no fee to submit an application for consideration in this category.

### **Requirements:**

To be entered into this category there is a two-step process.

1. You must be nominated by one of your customers to be eligible for this award. Companies and their employees may not enter by self-nomination. Ask your customer and clients to nominate you by completing the Customer Service Nomination Form on page 3.
2. Once we receive your nomination, you will be notified and required to submit a 500-word, typed essay. This additional information must be submitted within one week of receiving a notice from ALCC that you have been nominated.

The following criteria highlights a number of key elements which should be present in your submission:

1. Company Philosophy - What is the aim and vision of the company, particularly with regard to customer service and quality?
2. Management and Leadership - How is the vision of quality service articulated and motivation for continuous improvement maintained?
3. Professionalism and Attitude - What training and development programs exist for you and/or your employees?
4. Innovation and Improvement - How are you and/or your employees encouraged and enabled to contribute to the improvements in customer service?
5. Information and Analysis - How are current and future customer requirements identified? What methods are used to measure customer satisfaction and how are goals set and tracked?
6. Responsiveness - How does your company encourage, process and use customer and employee feedback?

You may submit a maximum of 5 reviews from online resources, surveys, testimonials, etc. such as Google, Yelp or Angie's List.



## Company Information

Name of company submitting project

Contact name

Email

Contact address

City, State, Zip

Contact phone

How many years has your company been in business

What business cycle is your company in (circle one)

Start up

Growth (in business 5 yrs or fewer)

Mature (in business 5-10 yrs)

Legacy (in business 10+ yrs)

Business history – please give a brief outline of the growth and development of your company since it was established.

Do you have certified people on staff?  Yes  No

If yes, how many and what designations do they hold?

## Signature of Release

I verify that all information contained in this form is accurate. I understand all photographs submitted become the property of ALCC and I have the proper permission for them to be used for promotional purposes. I release entry material to ALCC for media use and other purposes ALCC deems appropriate.

Signature

Date

*By typing your name above you agree to everything stated in the signature release.*



# ALCC Customer Service Award Nomination Form

## Nominator's Information

Name

Address

City

State

Zip

Email Address

Phone

## Nominee's Information - Company you are nominating

Company Name

Address

City

State

Zip

Email Address

Phone

May ALCC contact you by phone or email if we have any questions about your nomination?

## Procedures

In 50 words or less please describe why you are nominating this company for the Customer Service Award. Nominations must be submitted at [www.alcc.com/customers](http://www.alcc.com/customers) or via email to [social@alcc.com](mailto:social@alcc.com).

Nominations must be received by 5pm on December 1, 2017.

## Signature of Release

I verify that all information contained in this form is accurate. I release entry material to ALCC for media use and other purposes ALCC deems appropriate.

Signature of Nominator

Date

*By typing your name above you agree to everything stated in the signature release.*