The International Convention Centre • Wales • 23rd – 24th April

Best Customer Service

*Award Entry Questionnaire*

Please ensure you read the guidance on ‘What the Judges are Looking for’ in the Award Application Information Booklet found here: [www.actioncoach.co.uk/bef-awards](http://www.actioncoach.co.uk/bef-awards)

**IMPORTANT: A valid entry must include all of the following documentation.**

* A fully completed entry form with all required information (\*) completed
* Maximum 10 pages of appendices for supporting information (optional)
* Ahigh-resolutioncompany logo *(.jpg, .eps, .pdf, .ai., .png)*

*About Your Organisation*

**\*Contact Person Submitting this Entry:** H

**\*Name of Owner/President/CEO:** H

**\*Name of Company:**

**\*Email:**  H

**Website:**

**City:**

**County:**

**\*Post Code:**

**\*Country:**

**\*Phone:**

**\*Do you currently work with an ActionCOACH?**

**Yes** [ ]  **No** [ ]

**\*If yes, who is your coach?**

1. **What systems and processes exist to promote ongoing Customer Service improvement across the organisation? (Maximum 600 words)**
2. **What processes exist to optimise employee participation in the development of excellence in Customer Service? (Maximum 600 words)**

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1. **How does the current performance of your organisation compare with its history and other similar organisations?
(Maximum 600 words)**

****

1. **Please provide any notoriety public headlines/testimonials your company has received over the past 3 years. (Maximum 600 words)**

****

1. **Why should your business win the Best Customer Service award? What would winning this award mean to you and your business? (Maximum 600 words)**

****

1. **Please provide any customer testimonials you have relating to your customer service. (Maximum 600 words)**

****

1. **Please state your annual revenue for the past 2 years and how much it has grown?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | 2018 (£) | 2018 (%) | 2019 (£) | 2019 (%) |
| Revenue  |  |  |  |  |
| Profit  |  |  |  |  |

1. **Is this the first time you have attended The Business Excellence Forums & Awards?**

 [ ]  Yes

 [ ]  No In what year(s)? H \_\_\_\_\_\_

1. **How did you hear about The Business Excellence Forums & Awards?**

 [ ]  Facebook [ ]  Twitter

 [ ]  Direct Website [ ]  ActionCOACH

 [ ]  Magazine/Newspaper [ ]  Referred by a friend

 [ ]  Other H \_\_\_\_\_\_\_\_\_\_

1. **Will you be bringing any team or family members?**

 [ ]  Yes How many? H \_\_\_\_\_\_ \_\_\_

[ ]  No

*How to submit your entries*

**Submit this form via email to: awards@thebusinessexcellenceforums.com**

ORby standard mail c/o ActionCOACHat the address below.

*Disposition of Entries*

Entries and materials submitted may or may not be used, displayed, shown, duplicated, published or disposed of as The Business Excellence Forums & Awards deems appropriate. We hold no responsibility to return any documents, images, or files, once submitted to us.

By submitting entries, the entrant agrees to hold The Business Excellence Forums & Awards and its employees and/or sponsors exempt from any costs or expenses of any claim arising out of any such use by us. Winners must be present at the Awards Ceremony to receive their awards.

*Entry Deadline*

**The entry deadline is 5pm on 28th February 2020.**

Entries received past the stated deadline will be ineligible.

*How to Get Help*

Need answers to your questions on how to prepare and/or submit your entries?

**Visit our web site at:**  **actioncoach.co.uk/befa**

If you can’t find the answer there, please contact us at:

**The Business Excellence Forums & Awards**

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Peckleton Lane,

Leicester Forest West, LE9 9QU

**Telephone:** 01284 701 648

**Email:** freedom@actioncoach.com