



## ~~Form Settings~~



## Excellence in Customer Service

This category is open to all organisations that deliver exceptional customer service practices and show innovative methods of developing and improving their customer service experience.

1. Submissions should address all relevant criteria. When addressing the criteria, respond to the specific questions for each individual Award category. Demonstrate what you do, how you do it and the benefits of these actions. Please limit your answers to 500 words for each question.
2. Submissions must not exceed a maximum of five

(5) pages. Appropriate supporting documentation can be attached in an appendix.

3. Nominations for Young Professional must include a photograph of the nominee or business relevant to the application. Photographs must be supplied in a JPEG format.

**REMEMBER:**

1. Concise answers and dot points are good. Your answers should demonstrate that you have processes, plans and strategies in place to facilitate key business practices.
2. Selecting categories: Before commencing the entry process, take the time to determine the most suitable category or categories for your organisation.
3. Consider the questions carefully: Ensure that your responses provide the information requested.
4. Answer each question: Do not refer judges to previous answers. This suggests that applicants have not considered the question properly and makes the judging process more difficult.

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## ABOUT YOU

First Name \*

Last Name \*

Company \*

Position Title

Email Address \*

Mobile Phone Number

\*

Street  
Address \*

Suburb /  
Town \*

Post Code \*

☐ I agree that I have read, understood and agree that my entry in the Spirit Super Business Excellence Awards satisfies all the required [Eligibility Criteria](https://bea.lcc.asn.au/awards-categories/#eligibility) (<https://bea.lcc.asn.au/awards-categories/#eligibility>). \*

☐ I agree that I have read, understood and agree to be bound by the [Terms and Conditions](https://bea.lcc.asn.au/awards-categories/#conditions) (<https://bea.lcc.asn.au/awards-categories/#conditions>) of the Spirit Super Business Excellence Awards. \*

☐ I agree to allow my contact details (name, company, email, telephone) to be shared with sponsors of the Spirit Super Business Excellence Awards.



## ABOUT YOUR BUSINESS

What is the nature of your Business Structure? \*

How many employees do you have? \*

What are the products and services you offer? (max' 500 words) \*

What are the customers or markets you target?  
(max 500 words) \*



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*The Voice of Business*



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## COMMON QUESTIONS - ALL CATEGORIES

Describe the key objectives you have set for your business. \*

Describe the key objectives you have set for your business relevant to this award and outline what you have done to address these objectives over the past 12 months.

The theme of this year's awards is 'Excellence from Local to Global'. How do you define business excellence and what are your goals to take your business to the next level? (max 500 words) \*

Will your objectives change and what will you do to achieve them?



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CATEGORY SPECIFIC QUESTION(S)

Provide an overview of your organisation’s customer service philosophy. (max' 500 words) \*

What have you done in the last 12 months to improve your business (e.g. operational changes, investment in equipment, renovations etc.)? (max 500 words) \*

Describe the culture in your workplace and what you do to instil a positive work environment (this may include flexibility, incentives, mental health, policies and procedures). (Max 500 words) \*

What involvement in the local community do you have? (e.g. sourcing produce, community organisation involvement, donations) (Max 500 words) \*

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And finally, If you're the winner in this category. (max' 50 words) \*

Please supply us with a 50-word summary of your business that may be used if you are the winner of this category.

Attach any supporting documents here please

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Add a second file

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Please supply all documents in either PDF or JPG format only. Maximum file size per upload is limited to 10 Mb

Please attach a copy of your business logo.

Browse

Please supply logos in either PNG or JPG format only please. Maximum file size per upload is limited to 10 Mb

**Questions? First check the FAQ's [here](http://bea.lcc.asn.au/faqs) (<http://bea.lcc.asn.au/faqs>) or alternatively please contact**

**The Launceston Chamber of Commerce on**

**Phone: (03) 6331 9364**

**Email: [bea@lcc.asn.au](mailto:bea@lcc.asn.au) (<mailto:bea@lcc.asn.au>)**



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