

2023 Customer Service Excellence Nomination Form

Nomination Deadline: October 31, 2023

INSTRUCTIONS:

- Please carefully read and complete this form
- Submit completed nomination form with attachments to the Lindsay & District Chamber of Commerce at info@lindsaychamber.com
- Physical copies of applications can be delivered to 180 Kent Street West, Lindsay
- Telephone: (705) 324-2393
- Check out the full list of categories at www.lindsaychamber.com
- The Chamber reserves the right to contact the nominee to verify information below
- Businesses nominated in multiple categories MUST only select 2 categories to put forth for submission

CRITERIA:

This award celebrates exemplary customer service, customer retention or customer relationship management. It acknowledges a business, independent retailer, franchise, dealer of goods or services in any industry that is committed to the best customer service practices. This business is reputed for being customer centric and the efforts stand out clearly and contribute to our community offering.

Nomination considerations include, but are not limited to storefront or interior appeal, presentation of products, quality of selection and service, customer conveniences, guarantees and warranties, overall approach to service, telephone manner, complaint resolution, reception area comfort, staff professionalism, product knowledge, attention to customer need & reputation. Testimonials are strongly encouraged (maximum 5).

*All fields required.

Nominated Entity (Company/Person/Association)
Contact Name:
Phone Number:
Email:
Address:
Website (if available):
Your Contact Information (if different from above)
Your Name:
Your Phone:
Your Email:

PART 1 - PLEASE COMPLETE

In approximately 100 words, please describe why you feel this company should be nominated based on the above criteria:

PART 2 – PLEASE COMPLETE: This is your opportunity to tell us about your business.

The following information is required, as judging will be based only on the information provided. The more thorough, comprehensive and/or informative the application, the higher the potential points score.

Describe company operations and company mission (e.g., year established, number of employees, market served, etc.) (max. 200 words):
Provide examples of consistent top-quality customer service and the tools for customer service delivery (max. 200 words):
Describe any ongoing employee training and employee recognition (max. 200 words):
How is customer service delivery and retail excellence measured? (max. 200 words):
Describe the company's community involvement (max. 200 words):
Customer testimonials/letters of support (max. 5):