



PINNACLE AWARD: Customer Service 2021

Contact Name for Entry:

Contact's Company:

Phone:

Email:

Being a customer-focused, high service driven company requires consistency, ingenuity, integrity and dedicated pursuit of excellence. Your company is always first in your customers' mind because you strive to exceed your customers' expectations. As an example, when you receive a service complaint, your corrective action is of greater proportion to what your customer would expect.

The written submission should be brief (maximum five pages) and address the areas below. However, the format is open and you are encouraged to include any information that you feel will assist the judges.

1. Detail any processes, methods and/or practices the company has used in developing company goals and objectives as they relate to customer satisfaction
 - Customer service policy and procedures.
2. Once this plan/concept for improving customer service was developed, what training and/or education was necessary and carried out to achieve those goals/policies?
 - How is customer service policy maintained? Verified? Monitored?
 - Demonstrate a customer focused complaint resolution process.
 - Describe the "Full Circle" customer service plan from "request to resolution".
 - How is customer input captured to determine new products, services, and areas for improvement?
 - Describe enter depth/breadth of company "team" approach to customer service delivery.
 - Describe function of managers/coordinators dedicated to customer service.
3. Describe the company's commitment to this process. How is this commitment maintained and improved within all levels of the organization?
 - Detail regular training programs for staff (including incentive & recognition programs)
 - Detail regular customer recognition/appreciation events conducted.
 - Detail a recognition/reward program for employees who excel at customer service.
 - Detail a system that ensures all active customers are visited or phoned on a regular basis.
 - Identify methods of focusing staff on customer service.
 - How is the mission statement reinforced with staff on a regular basis?

4. Identify two key clients where the entrant's commitment has been applied / implemented and describe how this has benefited those clients (and their clients). Describe the impact it has had on their businesses.

Images

Please provide a minimum of three high resolution photos (one showing the employees involved, and the remaining of your choice that relate to your entry), along with a company logo. JPEG files only. Each photo should be no less than 1mb and no more than 8mb. Email to Sarah at sjones@boma.bc.ca or upload to a free photo sharing site (i.e. Dropbox) then share the folder's link.

Payment Information

Please provide payment information for awards submission (\$300 + GST fee):

Cheque (payable to BOMA BC)

Credit Card # (Visa, Master card, American Express):

Expiry: _____ CVV#: _____

Name on card: _____

Signature: _____