

**Business Excellence in Customer Service**

**Entry Form Part Two**

This Award recognises businesses that provide consistent high quality service to customers. The judges are looking for evidence of strategies, policies, and staff training which emphasise the importance of superb customer service.

**Please download this Entry Form (Part Two) onto your PC, Laptop or other devices.**

Completed Forms (1 and 2 for entries in Categories 1 to 13) and Form 2 for entries in Categories 14 to 18 must be sent to [**iba2021chipdawson@xtra.co.nz**](mailto:iba2021chipdawson@xtra.co.nz)

**Please do not fax, post, courier or send the completed forms through any other source.**

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| **Name** |  |
| **Position** |  |
| **Organisation** |  |
| **Physical Address** |  |
| **Postal Address** |  |
| **Email** |  |
| **Telephone** |  |
| **Fax** |  |

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| 1. **Business Excellence in Customer Service Award (750 words)** |
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| 1. Show evidence of how your understanding of customer needs has helped you in developing and delivering an outstanding product and service experience for customers. |
| 1. What processes has your business adopted to ensure that all staff are able to provide superior service to customers? |
| 1. Give examples of the key indicators of good customer service performance in your business and how do you measure and monitor them? |