



2018 Outstanding Customer Service Award

Sponsored by the BGCC Business Council Project Team

OBJECTIVE

- To honor businesses that demonstrate exceptional customer service.
- To publicly promote, showcase and congratulate those businesses who are excelling in customer service.
- To maintain and strengthen Bowling Green businesses including for-profits and non-profits as outstanding providers of exceptional and quality customer service.

CRITERIA

- The Business must be an Investor of the Bowling Green Chamber of Commerce at the time the award is presented.
- The Business must be in operation at least one year.
- Nominations are encouraged from satisfied customers who feel they have received exceptional service from a Bowling Green Chamber of Commerce Investor.
- Businesses can self-nominate.

JUDGING ELEMENTS

- Multiple nominations/testimonials will be accepted and are encouraged, but the award will be based on the quality of the testimonials, not quantity.
- Self-nominated testimonials must provide examples of service that resulted in an increase in customer/client satisfaction, retention, and referrals.
- Self-nominated testimonials must describe how existing or improved service procedures, achieved through a well defined service policy, resulted in customer retention, service follow-up to gauge satisfaction, etc.

TIMELINE

- Applications Due by Monday, June 18, 2018

PARTICIPANTS RECEIVE

Applicants:

- Highlighted in the Bowling Green Chamber of Commerce's Chamber Chatter.

Award Recipients:

- 2018 Outstanding Customer Service Award to display in your place of business.
- Highlighted on the Bowling Green Chamber of Commerce website as award recipient.
- Highlighted in the Bowling Green Chamber of Commerce quarterly newsletter.
- Photo and listing in the Bowling Green Chamber of Commerce Annual Report.
- Press coverage through local media.

Award will be presented during the Bowling Green Chamber of Commerce Mid-Year Meeting on July 20, 2018

Please complete and return this application to Earlene Kilpatrick, executive Director, via email at e.kilpatrickdirector@bgchamber.net or via fax at (419) 353-3693.

Feel free to contact Earlene with any questions via email or phone at (419) 353-7945.

All applications are due at the Chamber office by 5:00pm June 18, 2018



**2018 BG Chamber of Commerce
Outstanding Customer Service Award Application**
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All applications are due at the Chamber office by 5:00pm June 18, 2018

NOMINEE:

Company/Organization Name: _____

Contact Name: _____

Street Address: _____

City/State/Zip: _____

Phone: _____ Fax: _____

Email: _____ Website Address: _____

Date Business Opened: _____

NOMINATOR:

Your Name: _____

Your Company/Organization (if Applicable): _____

Your Street Address: _____

City/State/Zip: _____

Phone: _____ Fax: _____

Email: _____

Are you: (Write: Yes or No)

A customer/client: _____

An employee of the company/organization: _____

Owner or senior executive of the company/organization: _____

Please complete the following on a separate document and attach.

- Describe your experience of outstanding customer service received from the nominee.
- For Self-Nominating Business: Describe how this experience resulted in an increase in customer/client satisfaction, retention, and referrals.
- For Self-Nominating Business: Describe how existing or improved service procedures, achieved through a well defined service policy, resulted in customer retention, service follow-up to gauge satisfaction, etc.

Please be assured that this information will be viewed only by the selection committee and will be held in the strictest confidence. – Though excerpts may be used in presentation speech of the award.

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