**North Notts Business Awards 2020**

**Best Customer Service Award**

This award will recognise companies with a clear focus on customer service and care. Entrants will need to demonstrate excellence through their customer service objectives and strategy, business performance, customer care activities, staff development plans and show how this has driven productivity and business growth.

**Section 1. Company Details**

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| --- |
| Full trading name of company: |
|  |
| Registered name if different from above: |
|  |
| Date company established: |
|  |
| Address:  |
|  |
| Telephone: |
|  |
| Website:  |
|  |
| Name of most senior person in organisation: |
|  |
| Name of person submitting application: |
|  |
| Email: |
|  |

**Type of organisation (please tick all that apply):**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |
|  |  | Manufacturing |  |  | Sole Trader |
|  |  |  |  |  |  |
|  |  | Service Sector |  |  | Partnership  |
|  |  |  |  |  |  |
|  |  | Retail |  |  | Limited Company |
|  |  |  |  |  |  |
|  |  | Education / Training |  |  | Registered CIC Social Enterprise |
|  |  |  |  |  |  |
|  |  | Hospitality/Tourism |  |  | PLC |
|  |  |  |  |  |  |
|  | Other (please state): |  |  | Registered Charity |
|  |  |  |

**No of employees:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |
|  |  | 1 - 10 |  |  | 11 - 25 |
|  |  |  |  |  |  |
|  |  | 26 – 50 |  |  | 51 - 100 |
|  |  |  |  |  |  |
|  |  | 101 – 250 |  |  | over 250 |

What do you do? Tell us about your business including details of your customers, the products and/or services and the markets in which you operate. Max 250 words.

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**Section 2. Category Questions**

**Question 1**

What is your strategy for customer service / customer care and how this is incorporated into your business? Please also include details of any quality standards you have gained**.** Max 300 words.

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**Question2**

How do you measure performance against these objectives and what were your performance levels over the last 12 months? Please highlight any areas of excellence. Max 300 words.

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**Question 3**

What is your process for encouraging customer feedback and handling complaints? How has this changed your performance and service levels? Max 300 words.

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**Question 4**

How does your staff development plan incorporate customer care? Max 300 words.

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**Question 5**

Why do you think your business deserves to win the North Notts Business Award for Best Customer Service? Max 500 words.

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**Authorisation**

Please tick the boxes below to confirm:-

|  |  |
| --- | --- |
|  | I have read, understand and accept in full the Terms and Conditions of the North Notts Business Awards below.  |
|  | I agree that if this entry is judged to be a finalist that I shall purchase one or more tickets for, and attend, the Awards Ceremony on Friday, 20th March 2020.  |
|  | I hereby enter this submission upon behalf of my organisation and confirm that I am legally authorised to do so. |

|  |  |
| --- | --- |
| **Name**: |  |
|  |  |
| **Company and Position**: |  |
|  |  |
| **Date**: |  |

Please save your entry form electronically as YOURCOMPANY\_CATEGORY.doc, e.g.

Yyzcompany\_excellenceincustomerservicess.doc

Please submit your completed entry form to**awards@northnottsbc.uk**

**Key Dates for Your Diary.**

Closing date for submitting application forms is 10.00pm on **Friday, 10th January 2020.**

The finalists will be announced at North Notts Business Connections Breakfast Networking meeting on **Wednesday, 29th January 2020 at Spencer’s on the Square, Retford**. Out of respect for the judges and sponsors, ALL awards entrants and nominees are requested to attend. Attending finalists will be presented with a certificate and will have the opportunity to participate in publicity photos for the press and social media.

The North Notts Business Awards 2020 Awards ceremony takes place on **Friday, 20th March 2020 at the North Notts Arena.** Finalists from **ALL** categories will be expected to attend in accordance with the Terms and Conditions.

**Terms and Conditions**

1. The North Notts Business Awards, organised by North Notts Business Connections (NNBC), is free for all firms to enter. No administration fees or entry charges are payable in any category.
2. **Eligibility:** Firms and entrants who meet one or more of the following criteria are eligible to enter the judged awards for the North Notts Business Awards:-
3. Any local firm based within the district of Bassetlaw - that's defined as those situated within the geographical district not areas which share a Bassetlaw postal address. If you are unsure please ask us for postcode verification of the firm's geographical eligibility.  NNBC’s confirmation is final.
4. Any firms based outside the above geographical eligibility areas who have attended a minimum of 3 NNBC Breakfast Networking or/and North Notts Business Women Networking meetings or NNBC business events during 2019.
5. There is no minimum or maximum number of award categories that any one organisation can enter and we actively encourage you to enter more than one category. For each award that you wish to enter, please complete the appropriate awards category entry form.
6. Entries should be in English and all entries must be electronic and completed on the North Notts Business Awards entry forms and in a **Microsoft Word** or **PDF** document only. Only entries submitted in these formats will be considered by our judges.
7. Supporting information is not permitted unless it forms part of, and is contained within, the entry document which must be submitted as a Microsoft Word document or PDF, e.g. testimonials. A maximum of 3 tables, graphs or photos may be included within the entry form. Please be aware that any website links used within your entry may not be activated by the judges.
8. We are unable to accept nominations for the Public Voting Awards or entries for the Judged Awards for any firms or individuals who are currently subject to any form of Corporate Voluntary Arrangement, Individual Voluntary Arrangement or bankruptcy process.
9. We are unable to accept nominations for the Public Voting Awards or entries for the Judged Awards for any firms or individuals who have not complied fully with the Terms and Conditions of the North Notts Business Awards or North Notts Business Women Awards in previous years.
10. An awards category may be withdrawn if an inadequate number of eligible entries are received.
11. All eligible applications are assessed by the independent judging panel and a short list of between three and five finalists including the winner will be selected for each category. Where exceptional entries are received whom the judges feel deserve recognition, the judges may elect more than 3 finalists or include an entry in an additional award category where they feel it appropriate.
12. In the event that a judge’s own organisation has entered a particular award category, they will withdraw from the judging panel for the judging of that particular award.
13. Incomplete or ineligible entries will not be judged.
14. Exceptions to the judging process are the Public Voting Awards categories. Here the finalists will consist of the three to five nominees in each category for which NNBC, or its appointed representatives or agents, receive the greatest number of votes through the specified public voting process as published on the North Notts Business Awards website [www.northnottsbusinessawards.weebly.com](http://www.northnottsbusinessawards.weebly.com) . The winner of each category will be the nominee who receives the highest number of eligible votes through the voting process. The counting of votes may be verified by an independent third party.
15. Award category sponsors may enter the awards with the exception of the category that they have sponsored.
16. Nominations by third parties for the judged award categories will not be accepted with the exception of the Lifetime Achievement Award.
17. Applicants must be legally authorised to enter their organisation into the awards programme or accept a nomination.
18. All judged entries will be acknowledged upon receipt. Entry forms will become the property of North Notts Business Connections (NNBC) and the North Notts Business Awards and entries will not be returned.
19. Proof of sending entry or a nomination acceptance (by email) is not proof of receipt by NNBC, its agents or representatives.
20. The closing date for judged entries for all categories and votes is 10.00pm on **Friday,** **10th January 2020.** Entries received after this time may be rejected and votes received after this time will not be counted. Under exceptional circumstances the judges may choose to extend the entry deadline for the judged awards categories.
21. The shortlisted companies for all awards categories will be announced at the NNBC Breakfast Networking meeting on **Wednesday, 29st January 2020 at Spencer’s on the Square** and to which all entrants and nominees from all categories are requested to attend. Finalist certificates will be presented at this meeting only. Finalists are requested to stay behind for a few minutes after the meeting closes for publicity photographs. The finalist results will be published on the North Notts Business Awards website and publicly announced a number of days later.
22. Award winners will be announced at North Notts Business Awards Ceremony on **Friday, 20th March 2020 at the North Notts Arena**.
23. Shortlisted finalists for all categories will be expected to attend the awards ceremony having purchased the appropriate awards ceremony ticket as agreed above. This forms part of the Terms and Conditions of entering or accepting a nomination for the North Notts Business Awards. Any finalists who do not comply with these agreed Terms & Conditions will be duly eliminated from the awards process.
24. The only exception to point 20 is where a finalist has volunteered their firm’s products and services for the purposes of the awards evening AND will be fully occupied working throughout the evening at the awards ceremony.
25. Winners will receive a commemorative award presented at the awards ceremony. The list of winners and photographs will also be published on the North Notts Business Awards website and the same will be publicised by NNBC through a variety of media.
26. Photographs and video will be taken throughout both the networking meeting announcing the finalists and at the awards ceremony. All photographs and video remain the property of NNBC and copyright of the professional photographer and used for publicity purposes.
27. Applicants are responsible for making appropriate arrangements to protect any intellectual property associated with their application. Finalists and Winners may be requested to participate in pre and post event publicity.
28. Judges and NNBC reserve the right to audit any entry and verify information supplied to them. The organisers and judges reserve the right to reject an entry or withdraw an award from any applicant supplying false, inaccurate or misleading information within an entry or in the event of any subsequent discovery or disputes. Any decisions made by the judges and NNBC will be final.
29. The judges’ decision is final and no communication or correspondence will be entered into before, during or after the judging and may lead to an entry being rejected or an award being withdrawn.
30. A judge’s feedback facility is not available as standard. However, upon receipt of a written request to NNBC, we will be very happy to provide this facility for you and we will reconvene the judges. Your written request will be required and will also need to include your confirmation and agreement that you are prepared to cover in full all costs and expenses which may be incurred by NNBC and the judges, including their time on an hourly basis at the NNBC’s and the judge’s normal chargeable commercial rates.
31. By completing and submitting an entry for the North Notts Business Awards, or accepting a nomination, you agree to all of the above Terms and Conditions in full and without exception.

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