To enter the Excellence in Customer Service Award at the ABC Business Awards 2019, please complete all sections of this entry form and submit by email by **5.00pm** on **Friday 10th May 2019**.

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| **Company Name** |  |
| **Company Address** |  |
| **Postcode** |  |
| **Telephone Number** |  |
| **Contact Person** |  |
| **Email Address** |  |
| **Website Address** |  |
| **Year Established** |  |
| **Number of Employees** |  |
| **Approx. Turnover** |  |
| **Summary of Business Activity** (no more than 50 words) |  |
| **Please identify one member of your company/organisation that would be considered as a Business Ambassador** You are welcome to nominate yourself or another individual within your organisation/business. |  |

Please outline how your company meets the criteria detailed for this award category (see below). Please provide detailed information (e.g. statistics, evidence, amounts) to demonstrate why you/the nominee should be considered for this award.

(Remember that a brief answer will not make your application stand out – **maximum 1000 words**.)

**Excellence in Customer Service Award**

This award recognises a business that can demonstrate across its organisation a commitment to providing the very highest level of customer service, and in doing so can be described as truly customer focused. The Excellence in Customer Service Award is open for applications from service providers of any size in the Armagh City, Banbridge and Craigavon Borough Council area.

Applications will be judged on the following criteria:

• Customer service strategy/policy

• How they exceed customer expectations

• Accolades and achievements in relation to customer service

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I can confirm that the information given above to the best of my knowledge is truthful and accurate.

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| --- | --- |
| Submitted by |  |
| Date |  |
| Position in Company |  |

**Entry Rules and Information**

* All entries must be submitted to ND Events by 5pm on Friday 10th May 2019 by email to abcbusinessawards@ndevents.co.uk
* Any private sector organisation operating in the Armagh City, Banbridge & Craigavon Borough Council area is eligible to enter the awards
* Entering more than one category is allowed, but each entry must be submitted on separate entry forms (please note each award category has individual criteria)
* The judges, organisers and sponsors cannot accept responsibility for the validity of claims made by entrants
* If appropriate, the judges may decide to submit your nomination for an additional category
* Award sponsors may enter the awards but cannot enter the category they are sponsoring
* Winners will be announced at the Awards Gala Dinner on Wednesday 12th June 2019 - no results will be announced before this date
* Shortlisting will take place by Tuesday 14th May and shortlisted applicants will be contacted if successful
* Shortlisted applicants will be required to attend a 15-minute interview/presentation on either Wednesday 22nd May at Craigavon Civic & Conference Centre. We are not able to reschedule these dates and by entering the awards the applicant is agreeing that they will be available on this date. If due to any unforeseen circumstances that a finalist cannot attend their interview, a phone call with the judges at the allocated interview time will be allowed. Any shortlisted applicants who are unable to attend or phone into the interview will automatically score a zero in this stage of the competition.
* Award winners may state in advertising/promotional activities that they are winners, but must include the category and the year in which the award was won
* Entry to the Armagh City, Banbridge & Craigavon Business Awards implies acceptance of the rules and conditions
* Data Protection - The information you provide will be held on a database to allow processing of your entry. Your details may be used to inform you of other events and services relating to the Business Awards as well as development opportunities for local businesses that are supported by Armagh City, Banbridge & Craigavon Borough Council.

**The Gala Awards Event**

The presentation of the Armagh City, Banbridge & Craigavon Business Awards 2019 will take place at Craigavon Civic & Conference Centre on Wednesday 12th June 2019.

The gala awards dinner is a unique event designed to combine the excitement of a glittering black-tie awards ceremony with an invaluable opportunity to strengthen your relationships with business leaders and entrepreneurs with the Armagh City, Banbridge & Craigavon Borough Council areas. To reserve your tickets or for any queries regarding the Awards, please contact ND Events on 028 9244 4880 or email abcbusinessawards@ndevents.co.uk Tickets are priced at £60 ex. VAT (£72 inc. VAT) each.