Australian Service Excellence Awards

2020 Organisation Nomination Questionnaire

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| Organisation Name: |  |
| Award Category: |  |

Judging Criteria

**The five sections below should be used to explain the role of the individual nominee, and why you feel they should be considered for the relevant award category.**

The questions that we ask are related to the core elements of the International Customer Service Standard (ICSS: 2020-2025). We’d recommend reviewing the Standard as a way of familiarising yourself with some of the issues and factors that may be considered in judging your submission. Where possible, please provide specific examples of how the nominee has delivered against the core elements of the Standard, as referenced below:

**Overview of project, team, organisation or contact centre**

*Please provide an explanation of the project, team, organisation or contact and why you feel that they should be considered for an award.*
(Word count 500)

**Learning and growth perspective**

*How has the project, team, organisation or contact centre improved the skills and talents of staff to deliver superior customer service? How have they ensured that the organisation overall is delivering customer service excellence?*Review this perspective in the Standard as a way of familiarising yourself with some of the issues and factors that may be considered in judging your submission. Be sure to provide specific examples of how the nominee has delivered against the core elements of this perspective in the Standard.
(Word count 500)

**Operational perspective**

*How has the project, team, organisation or contact centre ensured a consistent level of customer service within the organisation? How has the project, team or organisation been innovative in ensuring a better level of customer service? If applicable, how have they ensured after sales service is delivered?*
Review this perspective in the Standard as a way of familiarising yourself with some of the issues and factors that may be considered in judging your submission. Be sure to provide specific examples of how the nominee has delivered against the core elements of this perspective in the Standard.
(Word count 500)

**Service perspective**

*How has the project, team, organisation or contact centre worked with customers, suppliers and partners to deliver a better quality of product or service for the organisation? If applicable, how have they used market trends and industry best practice to deliver better customer service? How has it built long-term relationships with customers?*
Review this perspective in the Standard as a way of familiarising yourself with some of the issues and factors that may be considered in judging your submission. Be sure to provide specific examples of how the nominee has delivered against the core elements of this perspective in the Standard.
(Word count 500)

**Finance and governance perspective**

*How has the project, team, organisation or contact centre created growth in revenue, cost efficiencies and profit for the organisation in delivering superior customer service? If applicable, how has corporate social responsibility played a role in this?*
Review this perspective in the Standard as a way of familiarising yourself with some of the issues and factors that may be considered in judging your submission. Be sure to provide specific examples of how the nominee has delivered against the core elements of this perspective in the Standard.
(Word count 500)