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**Nomination Application**

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Description automatically generated **Exceptional Customer Service – Employee**



# Criteria – Employee Awards

To be successful in gaining an award, the application must respond to the following criteria:

**Criteria 1: Initiative**

* How has the nominee demonstrated their initiative whilst in employment?

**Criteria 2: Skills**

* How has the nominee demonstrated their skills whilst in the workplace?
* Detail how the nominee’s skills have improved due to training undertaken in 2021/22?

**Criteria 3: Leadership**

* Has the nominee demonstrated any leadership attributes whilst in the workplace?
* How has this demonstration of leadership positively affected the business?

**Criteria 4: Additional Responsibility**

* Has the nominee taken on additional responsibility whilst in your employment?
* How has this benefited the nominee and/or the business?

**Criteria 5: Award Specific Criteria**

* Complete the specific questions

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| **EMPLOYEE DETAILS (the Nominee)** | |
| Name |  |
| Date of Birth |  |
| Phone Number |  |
| Email Address |  |

|  |  |
| --- | --- |
| **EMPLOYER DETAILS (the Nominee’s Employer)** | |
| Business Name |  |
| Contact |  |
| Phone Number |  |
| E-mail Address |  |

|  |  |
| --- | --- |
| **EMPLOYMENT DETAILS** | |
| Job/Role of Employee |  |
| Type of employment (Full Time, Part Time, Casual, Other) |  |
| Details of any current training being undertaken  *(identify here if an apprenticeship or traineeship is being undertaken or just completed)* |  |
| **Criteria 1: Initiative**   1. How has the nominee demonstrated initiative whilst in their employment? 2. In what ways has the nominee used their initiative to support the wellbeing of others in the workplace? | |
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| **Criteria 2: Skills**   1. How has the nominee applied their skills whilst in employment? 2. Provide details on how the nominee’s skills have improved due to the training undertaken? 3. What skills does the nominee show in maintaining their own and others’ positive mental health? |
|  |
| **Criteria 3: Leadership**   1. Provide details of an occasion or situation where the nominee has shown qualities of leadership (such as empathy, integrity, innovation, honesty, active listening, confidence, accountability, creativity). 2. How has this demonstration of leadership positively affected the business and wellbeing of the team? |
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| **Criteria 4: Additional Responsibility**   1. Has the nominee taken on additional responsibility whilst in employment? 2. How has this benefited the nominee (e.g. extra hours, additional pay, promotion)? 3. How has this benefited the business? 4. Does the nominee take added responsibility for the general wellbeing of themselves and the team? How? |
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| Criteria 5 Questions |
| Please provide additional details and examples that the nominee can demonstrate the below performance criteria: |
| 1. Identifies customer requirements and provides quality customer service. |
|  |
| 1. Provides a service above and beyond organisational customer service standards and within designated organisational response times. |
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| 1. Responds to and resolves customer complaints according to organisational policies and procedures. |
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| 1. Communicates effectively with internal and external customers, including any with special needs. |
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| 1. Seeks formal and/or informal feedback from customers on service level delivery. |
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| \*\* Please provide evidence (e.g. online reviews, emails, notes, cards, etc) of customer satisfaction with the service provided by the nominee. |

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| **Final Comments**  Please provide any additional information you would like to support your nomination. |
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# Certification

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| --- | --- |
| I certify that the information included in this application is to the best of my knowledge true in all aspects, and that I have faithfully represented the nominee. | |
| Name |  |
| Signature |  |
| Date |  |

# Publicity

|  |  |  |  |
| --- | --- | --- | --- |
| **Image and bio**  Please attach a high-quality image of the nominee. Below, please add a few words that would be suitable to include in a social media post (25 words or less). | | | |
|  | | | |
| **Radio Interview** | | | |
| Would the nominee like to be interviewed by 5kixFM Community Radio? | | Yes  🞎 | No  🞎 |
| If yes, please provide best contact details (Email Address / Mobile): | | | |
|  | | | |
| **Acknowledgement**  The below signed business or employee approves the use of their image and the brief profile on social media. | | | |
| Name |  | | |
| Signature |  | | |
| Date |  | | |

**Please forward your completed confidential application form:**

Via the **Submit** option on the KIBBA Website

OR

Drop In: Kangaroo Island Business Hub, Commercial St,

Kingscote (next door to Drakes supermarket), marked “CONFIDENTIAL”