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**Nomination Application**

A picture containing qr code

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



# Application Criteria

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

**Criteria 1: Business Planning**

* Does the Employer have a current Business Plan in place?

**Criteria 2: Recruitment and Skills Development**

* Is there a recruitment and training policy in place?

**Criteria 3: Leadership**

* Demonstrated leadership attributes towards employee and in the broader community.

**Criteria 4: Additional Benefits**

* Does the employer go above and beyond legislative requirements?

**Criteria 5: Award Specific Criteria**

* Respond to the specific criteria for the relevant award category.

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| **EMPLOYER DETAILS** | |
| Business Name |  |
| Contact |  |
| Phone Number |  |
| E-mail Address |  |
| Size: | 🞎 Micro Business  🞎 Small Business - 2-5 Full time Employees (or equivalent FTEs)  🞎 Medium Business - 6-15 Full time Employees (or equivalent FTEs)  🞎 Large Business - 16+ Full time Employees (or equivalent FTEs) |
| Years in operation: | 🞎 Business started in 2023  🞎 5-10 years  🞎 11-20 years  🞎 20+ years |
| Details of any current training being delivered by business  *(identify here if an apprenticeship or traineeship is being undertaken or just completed)* |  |

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| **Criteria 1: Business Planning** |
| 1. Provide a general overview of the business, including a brief history and summary of current operations. |
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| 1. Describe the products and/or services. What makes the business unique and sets it apart from competitors? |
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| 1. Describe the business’s target market. |
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| 1. Describe how the business plan supports the wellbeing of the team? |
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| **Criteria 2: Recruitment and skills development** |
| 1. Does the employer engage a unique process to recruit, retain, and motivate staff? Please describe. |
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| 1. How has the employer demonstrated their commitment to development and maintenance of skills of themselves (if sole trader) or their employees? |
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| 1. In what ways do recruitment and training practises focus on the mental health and wellbeing of the team? |
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| **Criteria 3: Leadership** |
| 1. How has the employer demonstrated positive leadership attributes towards their employees? |
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| 1. How has the employer demonstrated positive leadership attributes towards their community? |
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| 1. How has this demonstration of leadership positively affected the business? |
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| 1. In what ways do recruitment and training practises focus on the mental health and wellbeing of the team? |
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| **Criteria 4: Additional Benefits** |
| 1. Does the employer provide any additional benefits above and beyond legislative requirements? |
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| 1. What additional benefits for the wellbeing of the team are in place? |
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| Criteria 5 Questions |
| Please provide additional details and examples that demonstrate the below performance criteria: |
| 1. Provide an example(s) of how the business owner’s passion for exceeding customer expectations and achieving customer service excellence within the organisation impacts on the whole organisation’s approach to customer service. |
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| 1. How do they measure customer satisfaction? Please provide evidence. |
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| 1. Does the organisation have a written Code of Ethics? Is it on display? |
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| 1. Do they have a recruitment process in place that includes induction and training of new staff? Do they offer continual training opportunities for their staff? |
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| 1. Do they train their staff in product knowledge, and provide advance notice of new products being introduced? |
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| 1. Are their staff given the training to have the confidence to handle customer complaints effectively? |
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| 1. Does the organisation cater for inclusiveness and diversity (multilingual signage, disability access)? |
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| 1. How does a focus on sustainable production have an impact on the mental health and wellbeing yourself and employees/contractors? |
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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

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| --- | --- | --- | --- |
| **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: | | | |
|  | | | |
| **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”