



# 2023 CHAMBER AWARDS

## CUSTOMER SERVICE EXCELLENCE AWARD

---

**AWARD DESCRIPTION:** The Customer Service Excellence Award is presented to a Rowlett Chamber member that demonstrates exceptional performance and outstanding customer service to the local community.

**JUDGING:** This award is reviewed and ranked by Chamber and Customer Service professionals from across the United States. All winners remain confidential until the awards ceremony.

**INSTRUCTIONS:** To be considered for the 2023 Customer Service Excellence Award, you must complete this application and email it, along with your business logo and any supporting documentation, to [info@rowlettchamber.com](mailto:info@rowlettchamber.com) by **Friday, January 5, 2024**.

**EVENT:** Awards will be presented at the Annual Awards Banquet on Thursday, January 25, 2024. All nominees will be allowed to purchase 2 tickets at half price.

**QUESTIONS:** Contact the Chamber at (972) 475-3200 or [info@rowlettchamber.com](mailto:info@rowlettchamber.com) if you have questions regarding the application or Awards banquet.

### **APPLICATION INSTRUCTIONS:**

- Abide by character limits
- Handwritten applications will not be accepted
- You may include up to four (4) electronic supporting documents (e.g., brochures, reports, letters of recommendation, studies, advertising, marketing, etc.)
- To be considered for the 2023 Customer Service Excellence Award, you must complete this application and email it, along with your business logo and any supporting documentation, to [info@rowlettchamber.com](mailto:info@rowlettchamber.com) by **Friday, January 5, 2024**.

# APPLICATION

Business Name:

Name:

Title:

Phone:

Email:

1. Give a brief description of what your company is or does and your service area: (1000-character limit)

2. Total number of years in operation:

3. Total number of full-time employees, and part time employees:

Full-time Employees:

Part-time Employees:

4. What products or services do you offer?

5. Do you offer employee training programs for Customer Service?

6. Describe how your employees achieve excellence in Customer Service? (1000-character limit)

7. Describe your company's quality assurance/improvement program and measurements. (1000-character limit)

8. Describe your company's method of monitoring your customers' level of satisfaction with your products or services? (1000-character limit)

9. Describe your efforts to go above and beyond a customer's expectations in resolving an issue. (1000-character limit)

10. Please list any Customer Service Awards your company has received.