



## Outstanding Customer Service Award



**Nomination Deadline - October 26th, 2023**

<b>Award Purpose</b>	This award is designed for our members to put the spotlight on one of their employees who has demonstrated outstanding, “above and beyond” service to the citizens and customers for their employer over the last year.
<b>Award Criteria</b>	<p>Recipients actions must reflect all five of the customer service attributes:</p> <ol style="list-style-type: none"> <li>1. Courteous: Greet the customers promptly and courteously.</li> <li>2. Helpful: Honour your commitments in a timely manner.</li> <li>3. Accessible: Listen to the customers with respect. Be polite. Focus on their perspective.</li> <li>4. Responsive: Own the customer’s issue.</li> <li>5. Knowledgeable: Provide accurate and up-to-date information</li> </ol>
<b>Award Benefits</b>	<p>All persons selected to receive the Outstanding Customer Service Award will:</p> <ul style="list-style-type: none"> <li>• Receive a complimentary membership to the Chamber for the current fiscal year (if not already a member),</li> <li>• Receive two complimentary tickets to the Chamber’s Fall Dinner &amp; Awards Gala, and</li> <li>• Be profiled on all digital media once recipient announcement is made.</li> </ul>
<b>Selection Committee</b>	<p>The Selection Committee will be made up of 4-8 members, including a Committee Chair who will have a vote only in the event of a tie. Committee members will include:</p> <ul style="list-style-type: none"> <li>• Members of the Chamber Executive Committee, including Past President, and</li> <li>• The Executive Director of the Strait Area Chamber of Commerce staff representative will be a non-voting member of the Selection Committee.</li> </ul> <p>Note: All votes shall be done in person. There will be no votes by proxy. A quorum for meetings will consist of the Chair and any three voting members present at the time of the meeting. The selection of the committee shall be final.</p>
<b>Selection Process</b>	<ul style="list-style-type: none"> <li>• Nominations (including self-nominations) will be accepted until the stated deadline in the format of the template provided by the Chamber (attach additional pages if necessary).</li> <li>• Nominations should include details on how the nominee meets the <b>specific criteria</b> of the award (provide examples if possible).</li> <li>• The Selection Committee will meet to discuss/select based on fit with the criteria above.</li> <li>• The Executive Director of the Chamber of Commerce (or designate) will contact the person selected for the award to confirm that they wish to receive the award before any public comment or announcement is made. If they decline, the Committee will select another person.</li> <li>• The award recipient will be announced at Strait Area Chamber of Commerce Fall Dinner.</li> </ul>



**Strait Area Chamber of Commerce Award Nomination Form – FALL 2023**

DEADLINE FOR NOMINATIONS: Nominations must be received at the Strait Area Chamber of Commerce office by **October 26<sup>th</sup>, 2023**

<b>CHECK ONE:</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Excellence in Business Award	Rising Star New Business Award	Outstanding Customer Service	Export Achievement	Club 25 / Club 50

NAME OF NOMINEE: \_\_\_\_\_

NAME OF BUSINESS: \_\_\_\_\_

BUSINESS ADDRESS OF NOMINEE: \_\_\_\_\_

Please explain your reasons for nominating this person - address as many of the criteria above as possible:

NOMINATED BY: \_\_\_\_\_

TEL: \_\_\_\_\_ EMAIL: \_\_\_\_\_

DATE: \_\_\_\_\_ SIGNATURE/NAME: \_\_\_\_\_

**Please e-mail this application to: [info@straitareachamber.ca](mailto:info@straitareachamber.ca)**

**Strait Area Chamber of Commerce**  
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