



## 2010 SELECTION CRITERIA

### ABEX SERVICE

The Achievement for Business Excellence Award for Service goes to a business demonstrating exceptional performance in providing quality customer service (wholesale and retail trade, purchasing and distribution, transportation, brokering, professional services, communications, financial, etc.). Judging considers the relative size and particular conditions of the business, as well as the growth potential, stability, investment strategy, and quality of customer service initiatives.

The following provides a guide to assist you in your nomination.

#### Services

- Highlight the services you offer your clients and indicate how those practices were developed to meet the needs of your market.
- Indicate how your organization has made an effort to establish and maintain high quality customer services.
- Show that customer service is part of your organization's overall objectives.

#### Impacts

- Outline the positive impacts the new initiatives have had on your company, particularly with regards to finances, sales volume, staff retention, customer retention, etc.
- Be clear about when initiatives were introduced and when positive impacts were experienced.

#### Future Planning

- Outline your business' long-term commitment to quality service include goals and objectives.
- Indicate the resources your company intends to commit to service initiatives in the future.

#### Additional Information

The following information is not mandatory.

- Letters of support reflecting your service achievements.
- Articles or other media pieces portraying your efforts.
- Any other materials (e.g. company reports) illustrating your commitment.

#### Helpful Hints

- Applicants are judged using a points system. Detailed answers typically trigger more points; therefore, make your application as complete as possible.
- Unanswered questions are awarded zero points; please ensure you have answered all the questions.
- The Selection Committee consists of individuals who will not be familiar with your business, please be clear about what you do and avoid the use of abbreviations and jargon.
- The judging criteria for all ABEX Awards takes into account the relative size of the business and the relative impact of their activities.

Questions?

Please contact Trevor Doroshenko at the Chamber office- 306-352-2671