

Bournemouth Business Awards

Individual Excellence Award

Service Excellence of the year

OVERVIEW

The Service Excellence of the Year award recognises an individual who consistently delivers outstanding service and exceeds customer expectations. This prestigious award celebrates professionals who embody a commitment to excellence, professionalism, and dedication in their interactions with customers or clients. Nominees for this award demonstrate exceptional customer service skills, problem-solving abilities, and a genuine desire to ensure customer satisfaction. Whether through proactive communication, innovative solutions, or going above and beyond to meet customer needs, the recipient of this award sets a standard for service excellence within their organisation and industry. This award honours individuals who not only deliver exceptional service but also contribute to enhancing the reputation and success of their organisation through their dedication to customer satisfaction

ELIGIBILITY

Eligibility for Service Excellence of the Year:

- 1. Customer-Facing Role: Nominees must be employed in a customer-facing role within their organisation.
- 2. Performance Excellence:

QUALITATIVE CRITERIA

Qualitative Criteria for Service Excellence of the Year:

- 1. Exceptional Customer Service
 - Consistently delivers outstanding customer service, going above and beyond to meet customer needs.
 - Demonstrates empathy, patience, and professionalism in all customer interactions.
 - ..

JUDGING CRITERIA

Judging Criteria for Service Excellence of the Year:

- 1. Customer Satisfaction (30%)
 - Consistently receives high customer satisfaction scores and positive feedback.
 - Demonstrates a strong track record of meeting and exceeding customer expectations.
 - Provides evidence of improved customer relationships and loyalty.
- 2. Problem-Solving and Initiative (20%)
 - Effectively addresses and resolves customer issues or concerns.
 - Shows initiative in identifying and implementing solutions to enhance customer experience.
 - Demonstrates creativity and resourcefulness in problem-solving scenarios.

METRICS

3. Communication Skills (15%)

Metrics Criteria	Current Year	Previous Year
Metrics for Service Excellence of the Year:		◦ Exhibits exceptional communication ◦ Demonstrates c
1. Customer Satisfaction Scores (25%)		
◦ Consistently high customer satisfaction ratings from ..		



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