



2012 ADJUDICATION CRITERIA: SABEX CUSTOMER SERVICE

*****This is not an application form*****

Awarded to the business demonstrating exceptional customer service (wholesale and retail trade, purchasing and distribution, transportation, brokering, professional service, communications, and financial).

The following provides a guide to assist you in your application for this award. An independent Adjudication Team will be judging applications for this award in the following areas:

Corporate Objective:

- Customer service defined in corporate objectives

Customer Service History:

- Built as part of corporate strategy

Company Services:

- Distinction of services
- Demonstrated qualities of service excellence

The Team:

- Activities undertaken to develop and implement new services
- Specific programs in place for training and/or new product development
- Employee incentives for providing excellent customer service

Financials:

- Positive impact of customer service initiatives to sales and profitability

Supporting Documentation:

- Articles demonstrating growth and expansion, company reports demonstrating achievement, etc.

The Future:

- Demonstration of potential future and long-term commitment to customer service in the terms of resources and mandates

The Presentation:

- Clarity and ease of understanding

Overall Impression

Questions? Please direct your calls to Breanne Lishchynsky at Saskatoon Chamber of Commerce – 664-0700