# **Consultancy of the Year**

Well done. You have entered the Consultancy of the Year award in TELCA 2018.

Some important dates:

**16th April** - your deadline for entry is 5 p.m. on this day.

**14th May** - shortlist of up to ten finalists announced. Entries will be scrutinised anonymously by the first judging panel (made of energy end users) and they will create the shortlist.

**28th June -** TELCA night. The winner will be announced at the Awards Ceremony at the Honourable Artillery Company, Moorgate, London. If you make the shortlist, you will be guaranteed two seats at the Awards Ceremony and dinner.

Please note the following:

1. There are five questions to be answered.
2. Each question accounts for 20 points.
3. Your final score will be out of 100.
4. There is a minimum score requirement.
5. The top ten scoring consultancies above the minimum score requirement will make up the shortlist for the secondary judging panel.
6. Please take only 400 words or less for each answer. Any answer that goes over the limit will be truncated. Use plain English and correct grammar.
7. Please feel free to use pictures but sparingly.
8. Make sure that each question is before the relevant answer.
9. As the first judging panel will assess your entry anonymously, please do not use your company name or brands in any of the answers. Failure to do so in an answer will lead to that answer being deleted and no score out of 20 being registered for that answer.
10. Judges’ decisions are final and binding; and no discussions or correspondence will be entered into relating to any of their decisions.

Answer the following remember each question is worth 20 marks.

1. **What makes you proud of your organisation?** *Criteria that judges will look at include but are not limited to growth/turnover, reputation, complaints percentages and handling, customer service levels, awards and recognition.*
2. **What do you do well for your customers?** *Criteria that judges will look at include but are not limited to knowledge of industry, value/savings, customer service level, business model re fees/commissions, transparency/honesty.*
3. **Why do Energy Suppliers want to work with you?** *Criteria that judges will look at include but are not limited to transparency/reputation, industry knowledge, supplier knowledge, volume of transactions, alignment of working practices.*
4. **Why do your staff want to work for you?** *Criteria that judges will look at include but are not limited to development/training, morale, culture, retention/churn rate, incentives/motivation.*
5. **What would your competitors say about you?**

As a point of information, can you please inform us how many people you employ.

1. Less than 10
2. Less than 20
3. More than 20

Once again, we have the Regional Consultancy Winners for companies that employ 20 or less staff. The winners will be announced on the 28th June.

The regions are:

East Midlands

East of England

London & South East

North East

North West

Northern Ireland/Republic of Ireland

Scotland

South West

Wales

West Midlands

Please note that winning a regional award does not guarantee you being on the shortlist for Consultancy of the Year.