# **Best Customer Service Award 2016**

The fact you have this entry form means that you decided to enter the Best Customer Service Award and you now have until 5 p.m. on April 18th 2016 to return it completed for it to be entered into the award.

Entries will be scrutinised anonymously by the first judging panel (made of energy end users). The shortlist of upto five will be announced on May 16th 2016.

The second judging panel will then decide a winner for the Awards Ceremony to be held on June 30th 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 four questions to be answered.
2. Each question accounts for 25 points.
3. Your final score will be out of 100.
4. There is a minimum score requirement.
5. The top five scoring consultancies above the minimum score requirement will make up the shortlist for the secondary judging panel.
6. Please take only 500 words or less for each answer. Any answer that goes over the limit will be truncated.
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 25 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.

The four questions that need to be answered are:

1. What does customer service mean to you?
2. How do you deal with your customers’ issues?
3. How do you benchmark your customer service?
4. Give two examples of your best customer service, giving customer contact details.

Good luck!