# **Super Consultancy of the Year 2016**

Well done. You have qualified to enter the Super Consultancy award at TELCA 2016. You have qualified as a super consultant based on criteria set by Cornwall Energy, various suppliers and industry sources. Your qualification to enter was ultimately determined by Chair of Judges, Mervyn Bowden.

Some important dates:

**April 18th 2016** - Your deadline for entry is 17.00 on this day.

**May 16th 2016** - 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.

**June 16th 2016** - Final judging panel. If you are successful enough to make the shortlist you will be required to send a senior board member to a short Q&A session in front of our secondary judging panel on this date at the Barbican Centre in London. Your board member, (who cannot be from sales or marketing) will be asked questions on your entry by the final panel in a short 20 min session.

**June 30th 2016** – 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. 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.
6. Please feel free to use pictures but sparingly.
7. Make sure that each question is before the relevant answer.
8. 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.
9. **Please make sure that a board member is available on June 16th for judges Q&A.**
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?**