



AWARDS
2011
GUIDEBOOK

PINNACLE
AWARD

AWARDS OF
EXCELLENCE

Pinnacle Award for Customer Service

The Pinnacle Awards and the standard of service excellence which they represent have the proud support of the BOMA Manitoba Board of Directors.

Presented below are points of information, selection criteria, and the process pertaining to your submission for this prestigious award.

Eligibility and Judging

- Entries are to be submitted on a self-nominating basis;
- Judging of the entry will be based on your written submission and meeting of all submission requirements as listed in the Submission Guidebook; and
- Entrants must be BOMA Manitoba members in a good standing.

Pinnacle Award (National)

The winner is eligible to enter the 2011 BOMA Canada national awards competition. For more information, please visit www.bomacanada.ca.

Submission Deadline

Call for submission entries must be received by March 31, 2011. Formal submissions must be received by 4 p.m. on April 30, 2011.

Written Submission (see Sections A – D for details)

1. A cover sheet stating the following must be included:
Name of property owner/management company or service/supplier company as well as the name, phone number, and address of the person who will receive all correspondence.
2. Sections A through D below describe the components to be addressed in writing.
3. Submissions must be minimum of 8 pages (single side of a sheet of paper in Arial 12 point type) to a maximum of 10 pages. Additional material will not be considered.

Customer Service Interviews

A random sample survey will be conducted by the judges of your customers and employees. The survey questions will be based on Criteria A - C.

1. Provide six client names, positions, and contact numbers.
2. Provide employee list with names, positions, and contact numbers

Site Visit (see Section E for details)

A mandatory site visit will be coordinated with the judges to visit your location and/or corporate head office to verify your submission, including viewing of the mandatory documentation. **Please note there are a number of mandatory documents that must be made available to the judges during the on site visit.**

Logo

A high resolution JPG/TIFF copy of your corporate logo must be provided on disk or via email.

Summary of Judges’ Scoring

The points from Sections A through D are combined for a total potential score of 100 points. A minimum of 70% or 70 points must be earned to be eligible.

<u>Criteria</u>	<u>Point Scale</u>
A. Customer Service Policy	0-14
B. Customer Service Procedures	0-24
C. Corporate Customer Service Commitment	0-36
D. ‘Customer Service’ Interviews	0-26
E. Site Visit for verification	
Total	0-100

Section A Customer Service Policy

Describe how you or your company have:

- developed company goals and objectives as they relate to customer service satisfaction
- developed a system to track progress of these goals and objectives to determine when they have achieved them
- obtained customer input in developing these goals and objectives

Note: Copies must be made available for the judges during the site visit.

Section B Customer Service Procedures

Detail any processes, methods and/or practices used to achieve the state customer service policies.

- Developed a detailed customer service plan
- Demonstrate how customer service policy is maintained, verified, and monitored
- Demonstrate customer-focused complaint resolution process.
- Developed a centralized communication system for tracking all customer contacts and follow-ups

- Actively sought customer input to determine new products and services, areas for improvement, and current performance levels

Section C Corporate Customer Service Commitment

Describe the corporate commitment to this process and how it is maintained and improved within all levels of the organization.

- Detail regular training programs for staff
- Detail regular customer service recognition/appreciation events conducted
- Detail a recognition/reward program for employees who excel at customer service
- Detail a system that ensures all active customers are visited or phoned on a regular basis
- Identify methods of focusing staff on customer service

Section D Customer Service Interviews

A random survey sample will be conducted by the Judges of your Customers and Employees. A number of questions will be posed to those selected from each group that relates to the following:

- Customer Service
- Follow-up process
- Customer appreciation/recognition process

Section E Site Visit

Mandatory Documentation

Please note there are a number of mandatory documents that must be made available to the judges during the on site inspection.

- Customer Service policy
- Customer Service Procedures documentation
- Employee Training, Incentive & Recognition program