

2017 CUSTOMER SERVICE AWARDS NOMINATION FORM

Customer SERVICE AWARDS LUNCHEON



ABOUT THE CUSTOMER SERVICE AWARDS:

The **2017 Customer Service Awards Luncheon** will recognize organizations who have demonstrated superior customer service and raise awareness of the importance of customer service in the business world.

Honorees will be recognized at a special luncheon on November 2, 2017, at The Silver Grille at The Higbee Building.

ELIGIBILITY:

Nominees must have a physical location in the 14-county region of Northeast Ohio (Ashland, Ashtabula, Cuyahoga, Erie, Geauga, Huron, Lake, Lorain, Medina, Portage, Stark, Summit, Tuscarawas and Wayne) to be eligible for an award.

NOMINATION INSTRUCTIONS:

Complete all sections of the nomination form.

SECTION ONE

Provide basic contact information about the person submitting the nomination form. This individual will likely represent the nominated company or individual or be familiar with the company's operations.

SECTION TWO

Provide basic information about the company being nominated, including company size, industry and the company's top executive.

SECTION THREE

Explain why the Nominee should be recognized with a Customer Service Award. Provide a brief description that includes the "what", "how", and "why" to support the nomination. Essays can be as short as a single paragraph or as long as necessary to fully explain to the judges the merit of the Nominee. Please keep in mind that the more specific detail provided to the judges, the greater the opportunity the Nominee will have to be recognized.

For more information, contact **Lisa Walker** at **440.250.7050** or **lwalker@sbnonline.com**.

NOMINATIONS MUST BE RECEIVED BY 5:00 P.M., SEPTEMBER 15, 2017.

PRESENTED BY:

**SMART
BUSINESS**



SPONSORED BY:



**THE RITZ-CARLTON
CLEVELAND**

2017 CUSTOMER SERVICE AWARDS NOMINATION FORM

Customer SERVICE AWARDS

SECTION ONE

ABOUT THE PERSON SUBMITTING THE NOMINATION:

Name: _____
Title: _____
Organization: _____
Address: _____
City: _____ State: _____ ZIP: _____
Phone: (____) _____ E-mail: _____

SECTION TWO

ABOUT THE NOMINEE:

Please write the company/organization and executive's name EXACTLY as it should appear in our publication, on awards, event collateral, etc.

Company Name: _____
Top Executive Name: _____
Top Executive Title: _____
Address: _____
City: _____ State: _____ ZIP: _____
Phone: (____) _____ E-mail: _____
Website: _____ Twitter: @ _____ LinkedIn: _____
Executive Assistant Name: _____
Phone: (____) _____ E-mail: _____
Nature of company's business: _____
Is this company a family-owned business? Yes No
Current local employment: (check one):
 1-20 21-50 51-100 101-250 251-500 500+
Approximate annual revenue: (check one):
 Under \$1 million \$1 million to \$5 million \$5 million to \$10 million
 \$10 million to \$50 million \$50 million to \$100 million \$100 million+
Law firm: _____ Contact: _____ Phone: (____) _____
Accounting firm: _____ Contact: _____ Phone: (____) _____
Banker: _____ Contact: _____ Phone: (____) _____
PR firm: _____ Contact: _____ Phone: (____) _____

SECTION THREE

ESSAY QUESTION:

- How does your organization make superior customer service your competitive advantage in the marketplace?
Please provide at least one case study example of this commitment to top-notch customer service.

NOMINATION PACKAGE CHECK LIST:

- | | | | | |
|------------------------|-------------------------|--|--|---|
| ■ This nomination form | ■ Essay question answer | ■ High-resolution company/organization LOGO (300 DPI) | ■ High-resolution HEADSHOT of the top local executive being nominated (300 DPI) | Acceptable file formats: PDF, jpg, eps, tif. Web images are NOT acceptable. |
|------------------------|-------------------------|--|--|---|

RETURN COMPLETED NOMINATION PACKAGE INCLUDING A HEADSHOT, COMPANY LOGO AND PHOTOS TO:

Lisa Walker: lwalker@sbnonline.com

Subject line: **Customer Service Awards**

NOMINATIONS MUST BE RECEIVED BY 5:00 P.M., SEPTEMBER 15, 2017