



PINNACLE AWARD
2019
GUIDEBOOK & ENTRY
REQUIREMENTS

ABOVE & BEYOND

The Pinnacle Awards and the standard of service excellence which they represent have the proud support of the BOMA Newfoundland & Labrador Board of Directors. These standards should be the objective of all BOMA Members. The Pinnacle Awards allow us to celebrate the company and individual successes of our members. These successes establish members as leaders in their industries and the individuals, who by setting examples carry their companies to even greater accomplishments.

BOMA Newfoundland & Labrador is actively involved in recognizing companies for their efforts to instill excellence in our industry. Presented below are points of information, selection criteria and the process pertaining to your submission for this prestigious award.

ELIGIBILITY

- Entries are to be submitted on a self-nominating basis.
- Year over year eligibility. (No organization shall be eligible to submit an entry for consideration if they have previously won an award for the same set of events/circumstances)
- Judging of the entry will be based on your written submission and meeting of all submission requirements as listed in the Guidebook.
- Entrants must be BOMA Newfoundland & Labrador members.

PINNACLE AWARD (National)

The winner is eligible to enter the 2019 BOMA Canada national awards competition. Visit www.bomacanada.ca for more information.

REGISTRATION

A Pinnacle Award Registration Form and fee of \$200 (+ HST) must be received by BOMA Newfoundland & Labrador by **Wednesday, March 6, 2019** in order to register entrants and to qualify your formal Submissions Guidebook. The registration fee includes one ticket per entry for the Awards Gala.

SUBMISSION DEADLINE

Completed, formal submissions must be received by **5 p.m., Wed, April 10, 2019** at:

BOMA Newfoundland & Labrador

Awards Committee

72 Campbell Avenue

St. John's, NL A1E 2Z6

OR

mail@bomanl.com

SUBMISSION REQUIREMENTS

The purpose of the Pinnacle Award for Service “Above & Beyond” is to recognize and promote service excellence in the commercial real estate industry. It is about providing a service to a customer that was unexpected, extraordinary, unnecessary, surprising, caring

and perhaps even entertaining and outrageous! This performance of service “Above & Beyond” could have come about as a result of a mistake made and then corrected, or it may have been an opportunity seized to show how far the company would go to exceed a client’s expectations. As an example, when you receive a service complaint, your corrective action is of greater proportion to what your customer would expect.

WRITTEN SUBMISSION (see Sections A - B 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. If your company has a mission statement, please include that as well.
2. Sections A through B below describe the components to be addressed in writing.
3. Submissions must be made on company letterhead using your company standard issue presentation covers and binding format.
4. Submission must be a maximum of five (5) pages (single side of a sheet of paper in 12-point type).

Note: Additional supporting documentation may be presented during the judges site visit to support your submission.

“Above and Beyond” Interviews

A survey will be conducted by the judges of your Client(s) or employees and contractors.

The survey questions will be based on Criteria A-B

1. Provide client name(s), position, and contact number.
2. Provide employee list with names, position and contact number.

Site Visit (See Section D for details)

A site visit may be coordinated with the judges to visit your location and/or corporate head office to verify your submission, including a review of supporting documentation.

LOGO

A JPF/TIFF copy of your logo must be provided on disk or via e-mail.

SUMMARY OF JUDGES’ SCORING

The points from Section A and B are combined for a total potential score of 100 points. A minimum of 70% or 70 points must be earned to be eligible.

SECTION A**SYNOPSIS**

Your written submission should support the incident of the customer service situation that you feel qualifies the company for recognition as going “Above & Beyond” in these days when we are all “doing more with less” and exceeding the customer service norms of just a few years ago in order to remain competitive.

The written submission, including the questionnaire responses, should be brief and describe the circumstances that required extraordinary action, detailing resources and commitments used to meet the client’s needs. Describe the benefits of the activity or service from the perspective of service, customer satisfaction, delivery, safety, moral and environmental considerations.

SECTION B**Questionnaire**

Please answer the following questions as they apply to your company:

1. Did the company show expediency in meeting the client’s need(s) by going considerably out of its way to accomplish the task at hand or perceiving the client’s urgency at the time of the event? (15%)
2. Did the client perceive the service to be extraordinary and of high value? By your estimate, how much was this worth to the client? (15%)
3. Was the client extremely impressed with the activity/service that exceeded his/her expectations? Define what your organization considers a “normal” response to this circumstance. (15%).
4. Does the organization recognize and encourage a willingness to respond to “Above & Beyond” the Call of Duty? (15%)
5. Has the client’s loyalty increased since the activity/service was provided by the nominee? (15%)
6. Was the activity or service: (10%)
 - Unexpected or surprising?
 - Caring?
 - Extraordinary?
 - Entertaining?
 - Other?

ABOVE & BEYOND

7. Did the activity/service have a significant impact on the outcome of the circumstances surrounding the client? (15%)

Section C**“Above and Beyond” Interviews**

Interviews will be conducted by the Judges of your Client(s). A number of questions will be posed that relate to the following:

- Client Service Perception
- Client Loyalty

Section D**Site Visit**

A mandatory site visit will be coordinated with the judges to visit your location and/or corporate head office to verify your submission, including a viewing of the supporting documentation. Please note the mandatory documents as listed below must be made available to the judges during the on-site visit. Failure to comply will result in immediate disqualification and loss of entry fee.

- Customer Service Policy
- Environmental Stewardship



BOMA NL - 2019 National Pinnacle Awards – Judging Sheet (Above & Beyond)

Category:

Local: BOMA NL

Building:

CRITERIA		SCORE	SCALE	COMMENTS
A	Did the company show expediency in meeting the client's need(s) by going considerably out of its way to accomplish the task at hand or perceiving the client's urgency at the time of the event?		15	
B	Did the client perceive the service to be extraordinary and of high value? By your estimate, how much was this worth to the client?		15	
C	Was the client extremely impressed with the activity/service by exceeding his/her expectations?		15	
D	Does the organization recognize and encourage a willingness to respond to "Above & Beyond" the Call of Duty?		15	
E	Has the client's loyalty increased since the activity/service was provided by the nominee?		15	
F	Was the activity or service: <input type="checkbox"/> unexpected or surprising <input type="checkbox"/> caring <input type="checkbox"/> extraordinary <input type="checkbox"/> entertaining <input type="checkbox"/> other		10	
G	Did the activity/service have a significant impact on the outcome of the circumstances surrounding the client?		15	
			100	

Judge: _____

Date:

2019