



PINNACLE
2019
GUIDEBOOK & ENTRY
REQUIREMENTS

CUSTOMER SERVICE

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.

AWARD CATEGORIES

- Property Owner/Management Company
- Service/Supplier Company

ELIGIBILITY

- Entries are to be submitted on a self-nominating basis.
- Entrants may not have won in the same category during the last two years. (Furthermore, no organization shall be eligible to submit an entry in this category if the provider and beneficiary of the exceptional customer service are the same as having previously won.)
- 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** 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., Wednesday, April 10, 2019** at:

BOMA Newfoundland & Labrador
Awards Committee
72 Campbell Avenue
St. John's, NL A1E 2Z6
OR
mail@bomanl.com

CUSTOMER SERVICE

SUBMISSION REQUIREMENTS

Being a customer-focused, high-service driven company requires consistency, ingenuity, integrity and dedication to the pursuit of excellence. Your company is always first in your customers' mind because you strive to exceed your customers' expectations. As an example, when you receive a service complaint, your corrective action is of greater proportion than what your client would expect. Email submissions are encouraged, in pdf format only. If hard copies are submitted, four copies **must** be provided.

WRITTEN SUBMISSION (see Sections A - C 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 C 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 minimum of 8 pages (single side of a sheet of paper in 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 with your customers and employees. The survey questions will be based on Criteria A - C.

1. Provide six (6) client names, position and contact numbers.
2. Provide employee list with names, position and contact numbers.

SITE VISIT (see Section E for details)

A mandatory site visit will be coordinated by the judges to visit your location 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. Failure to comply will result in immediate disqualification and loss of entry fee.**

LOGO

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

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SUMMARY OF JUDGE’S 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.

CRITERIA	POINTS SCALE
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

Identify company goals and objectives as they relate to customer satisfaction:

- Customer Service Policy
- Customer Service Procedures document
- Environmental Stewardship

Copies must be made available to the judges during the site visit. Failure to provide them will result in immediate disqualification and loss of entry fee.

SECTION B

Customer Service Procedures

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

- How is customer service policy maintained? Verified? Monitored?
- Demonstrate customer-focused complaint resolution process.
- Describe the “full circle” customer service plan from “request to resolution”.
- How is the customer input captured to determine new products, services and areas for improvement?
- Describe entire depth/breadth of company “team” approach to customer service delivery.
- Describe function of managers’/coordinators’ dedicated to customer service.

CUSTOMER SERVICE

SECTION C**Corporate Customer Service Commitment**

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

- Detail regular training programs for staff.
- Detail regular customer recognition/appreciation events.
- 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.
- How is the mission statement reinforced with staff on a regular basis?

SECTION D**“Customer Service” Interviews**

A random sample survey will be conducted by the judges of your customers and employees. A number of questions will be posed to those selected from each group (i.e. customers and employees) that relate to the following:

- Customer Service (full circle process).
- 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. Failure to comply will result in immediate disqualification and loss of entry fee.

- Customer Service Policy
- Environmental Stewardship
- Customer Service Procedures documentation
- Employee Training, Incentive & Recognition program.

**BOMA NL
2019 Pinnacle Awards – Judging Sheet (Customer Service)**

Category:

Local:

Entrant:

CRITERIA	SCORE	SCALE	COMMENTS
A Clear outline of company customer policy		14	
B Detail and processes, methods and / or practices used to achieve the stated customer service policies		24	
C Corporate customer service commitment		36	
D Customer service interviews		26	
E Confirmation of Mandatory Documentation			
		100	

Judge: _____ Date: _____