



# CHEROKEE COUNTY CHAMBER OF COMMERCE

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## EXCELLENCE IN CUSTOMER SERVICE AWARD Application, 2021

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Applications are now being accepted by the Cherokee County Chamber of Commerce for the Excellence in Customer Service Award! This recognition is designed to emphasize the importance of customer service, and the winner should consistently demonstrate excellence in service and/or hospitality. Documentation should include evidence of the level of service offered by the business, training, and the overall success of the business. A “Secret Shopper” visit will be at the discretion of the judging committee. Any for-profit Chamber member company that has been in operation at least three years is eligible to be nominated. Note: Business must be in good standing with the Chamber – current paid membership. *Self-nominations are encouraged. If application is submitted by a second party, they are required to provide all documentation as outlined below.* **No business may receive this honor twice within a three-year timeframe.**

The winner will be announced during the Chamber’s Annual Meeting (date TBA). Chamber members should watch their email for Annual Meeting details.

**Please print or type the following information:**

Nominator’s Name & Phone Number: \_\_\_\_\_

Nominator’s Email: \_\_\_\_\_

Business Name: \_\_\_\_\_

Owner’s Name: \_\_\_\_\_

Owner’s Email: \_\_\_\_\_

Business Address: \_\_\_\_\_

Business Phone: \_\_\_\_\_ Year Business Established: \_\_\_\_\_ # of Employees: \_\_\_\_\_

**Attach responses for each of the questions below. Each response should be no more than 500 words.**

1. What does this business do? (Include all products and services provided by business.)
2. Why is customer service important to this business? (Who are the customers served? What are their needs? What are the challenges of serving them?)
3. What is exceptional about the quality of service offered by this business? (What makes this business different from its competitors? Why should customers/clients come here instead of going somewhere else? What does this business do better than anyone else? Are its people better trained, its locations better situated, its hours more flexible, etc.?)
4. Has this business, its owners or employees received any awards or recognition for its customer service? Feel free to include letters of reference or comments from customers along with a list of any awards and/or achievements. Copies of awards (certificates, etc.) may also be attached.)

**Submit this form along with attachments no later than 5 PM, Monday, January 11<sup>th</sup> via US Mail OR Email:**

**Cherokee County Chamber of Commerce, Attn: Excellence in Customer Service Award**

**P.O. Box 4998, Canton, GA 30114 OR Pam@CherokeeChamber.com**

**Questions? Cherokee County Chamber of Commerce, 770-345-0400 or Pam@CherokeeChamber.com.**