



Annual Business Awards 2025

Entry Form Excellence in Customer Service Award 2025

This award recognises the company that consistently strives to enhance its customer care standards and has a clear, well-executed customer care policy in place.

Please provide a presentation of your business and why you think your company should win this award, the judges will be looking for evidence of;

- Demonstrating a customer focused strategy where service excellence is embedded into the company's mission, values and daily operations
- A clear, efficient, and transparent process for resolving customer complaints and addressing issues
- Investing in continuous training for customer service teams, ensuring they are knowledgeable, empathetic, and skilled in handling a variety of customer scenarios
- Regularly collecting and acting on feedback immediately after service interactions to ensure ongoing improvement
- Development and implementation of fresh ideas that elevate customer satisfaction, streamline service delivery, and create more personalised interactions

Company Name	
Address	
Type of Business	
No. of Employees	
Company Start Date	

Please include a copy of this form with your presentation