



Annual Business Awards 2026

Entry Form Excellence in Customer Service Award 2026

This award celebrates a business that goes above and beyond to deliver exceptional customer care, consistently raising its standards and operating with a clearly defined, well-implemented customer service strategy.

Please provide an overview of your business and explain why you believe your company deserves this honour. The judges will be looking for evidence of:

- A customer-centric approach where service excellence is fully integrated into the organisation's mission, values, and everyday practices
- Clear, efficient, and transparent procedures for handling complaints and resolving issues promptly and fairly
- Ongoing investment in customer service training to ensure teams are well-informed, empathetic, and equipped to manage a wide range of customer needs
- Robust systems for gathering feedback immediately after interactions—and using that insight to drive continuous improvement
- Innovative ideas and initiatives that enhance customer satisfaction, streamline service delivery, and create more personalised customer experiences

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

Please include a copy of this form with your presentation