

PREVIEW QUESTIONS

AWARD: CUSTOMER SERVICE AWARD

CONTACT INFORMATION	NOMINATED COMPANY
First Name	Company Name
Last Name	Postcode
Telephone	Website
Email	

GUIDANCE

Below are the questions for the award listed above.

Each question has a maximum word limit of 250 words.

Once you are ready to enter, please visit www.uckfieldbusinessawards.co.uk to submit your answers. *(All the information you provide will be treated in the strictest of confidence and will not be shared with anyone other than the judges.)*

FREE
to enter

1. How do your customers define excellent customer service and what do you do to deliver it?
2. How much of your total business do you gain from repeat business and referrals?
3. How often do you measure your customer satisfaction? *(please include your latest results if you have them)*
4. What customer service training do you deliver to your team?

PLEASE NOTE

You may be asked to interview as part of the judging process. If you are shortlisted we will be in touch after entries close to agree a time/date with you.

Entries close: **6th September**

Submit your answers at uckfieldbusinessawards.co.uk

Good luck