# GEM Awards 2016 Going the Extra Mile for our customers

# CategoryCustomer Care

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# Company information

# Please complete your company information here

### Name of entry:

### Company details

Company:

Company address:

Main activity of company:

### Contact details:

Name:

Title:

Telephone number:

Email address:

Postal address:
*(if different from above)*

### Terms and conditions

I hereby apply on behalf of my organisation for entry into the 2016 NZ Transport Agency GEM Awards and agree to be bound by the relevant terms and conditions.

I declare that all information supplied is accurate and that I am an authorised representative of the named company/organisation.

Signature: Date:

# Submission & Objectives Guidelines to help with your application

### Entry guidelines

Completed entry forms will be in electronic format and need to be received by **12 noon on Friday 15 July 2016.**

* Please use the word template to complete your entry with a maximum of 2000 words per entry
* PowerPoint presentations need to be completed in the template provided, and are supplementary to your submission

The headings below are the key elements your entry should cover, with the following bullet points providing a guide to what we would like you to demonstrate/provide with your application:

* Customer quotes or interviews to support your entry
* Supporting images (need to be high resolution, i.e. above 2MB)
* Video footage to support your application (this can be supplied as an attachment with your application).

For shortlisted entries, all images and text become the property of The NZ Transport Agency and will be used to further support the ongoing story of ‘Going the Extra Mile’

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| **Objective:****Demonstrate that customer care is embedded into your company’s culture and is evident in your day-to-day work.** |
| Company philosophy* What are the aims and philosophies of your company, particularly in regard to customer service and customer care?
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| Management and leadership * Comment on the degree of organisation-wide commitment to customer care.
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| Systems and practice * How do you engage with your clients to understand customers’ needs and develop responses, in relation to specific worksites/activities?
* What do you do when challenging situations arise?
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| People* What guidance do you provide to your staff to encourage them to focus on customer care?
* How is your staff members involved in developing, implementing and improving systems for customers?
* Provide evidence of how your desired customer care behaviours are embedded across a team.
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| Striving for success* What system(s) do you have in place to monitor the successful outcomes of your customer care culture? Provide examples of its effectiveness.
* How has your customer care culture benefited the Transport Agency’s customers?
* Provide examples of where a site specific initiative has been picked up or encouraged for wider use across the company.
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| Results* Can you demonstrate how your customer focus and practices have resulted in better outcomes for the Transport Agency’s customers?
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# Award information

# Important information before submitting your application

### Award details

Finalists will be invited to attend the awards ceremony in Auckland on 22 September 2016 at the Maritime Museum, Viaduct Basin. There is no charge to enter the awards.

Finalists will be notified via email from gems@nzta.govt.nz by the end of August 2016.

# GEM Award templatesHow to find and download our templates

### Word template

To download your Word template [click here.](http://www.nzta.govt.nz/About-us/docs/GEM-awards/gem-award-submission-form.docx)

Alternatively you can visit [www.nzta.govt.nz/gems](http://www.nzta.govt.nz/gems) and download our forms there.

### PowerPoint template

To download your PowerPoint template [click here.](http://www.nzta.govt.nz/About-us/docs/GEM-awards/gem-award-powerpoint-template.pptx)

Alternatively you can visit [www.nzta.govt.nz/gems](http://www.nzta.govt.nz/gems) and download our forms there.