

2014 GEM Awards

Going the Extra Mile for our customers

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| **Customer Champion**

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| **Name of entry:**  |

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| **Company details** |  |  |
| Company: |       |  |  |
| Company address: |       |  |  |
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|  |       |  |  |
| Main activity of company: |       |  |  |
|  |       |  |  |
| **Contact details** |  |  |  |
| Name: |       |  |  |
| Title: |       |  |  |
| Telephone number: |       |  |  |
| Email address: |       |  |  |
| Postal address *(if different from above)* |       |  |  |
| **Award details** |
| There is no charge to enter the awards. Finalists will be invited to attend the awards ceremony in Auckland on 22 September 2014 (venue to be confirmed).Completed entry forms need to be received **by 5pm on Friday 25 July 2014.**  Via email: gems@nzta.govt.nz  or post: Gemma Howie, NZ Transport Agency, Private Bag 6995, Wellington 6141.  |
| **Terms and conditions** |
| I hereby apply on behalf of my organisation for entry into the 2014 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:      |

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| **Entry guidelines** |
| The headings below are the key elements your entry should cover, with the bullet points providing a guide to what we would like you to demonstrate.There is no prescribed format for your entry, but we do ask that you keep it under 2000 words.You are encouraged to include - as appendices - two Powerpoint slides with a high level description of your entry and supporting photos, charts, tables and graphics. For shortlisted entries, these slides will be used by presenters as they introduce each finalist. |
| **Customer Champion Award Objectives & Submission guidelines** |
| **Objective:**Demonstrate individual or team act(s) of customer service excellence either in a time of crisis or over a prolonged period that relates to a Transport Agency situation. |
| **Guidelines:****Management and leadership*** Comment on how your management of staff enables ‘Customer Champions’ to evolve within your organisation.
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| **Tell the Story*** Set out the background and the results to explain the person and/or team that demonstrated customer service excellence either in a time of crisis or over a prolonged period of time that relates to a Transport Agency contract situation.
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| **Striving for success*** Comment on what process(es) you apply to identify and reward and retain such ‘Customer Champion’ behaviours in your organisation
* Provide examples of where a site specific initiative has been picked up or encouraged for wider use across the company.
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