2016 MASTER BUILDERS-BANKWEST HOUSING EXCELLENCE AWARDS BANKWEST PERTH REGION BEST CUSTOMER SERVICE - BUILDER AWARD ENTRY FORM

ENTRANT DETAILS

P/Code:	
Date Registered: Master Builders Member No	
Phone:	
Email:	
☐ SMALL BUILDER (LESS THAN 20 PROJECTS PER YEAR) ☐ MEDIUM BUILDER (20-50 PROJECTS PER YEAR) ☐ VOLUME/PROJECT BUILDER (50 OR MORE PROJECTS PER YEAR)	

Entrants will need to demonstrate fair trading principles and how a customer service culture is promoted within their organisation.

Phone surveys of a random sample of your clients will be undertaken. Feedback from these surveys and your entry will be given to you following the awards.

CRITERIA

- HIGH STANDARD OF PRODUCT AND SERVICE INFORMATION
- High Standard of Face to Face Service
- PROVISION OF EFFICIENT TELEPHONE SERVICE
- THE USE OF APPROVED CONTRACT AND OTHER DOCUMENTATION
- QUALITY CONTROL AND SUPERVISION
- ADHERENCE TO A BUILDING WORKS PROGRAMME
- ATTENTION TO MAINTENANCE ITEMS AND REPAIRS
- COMPLAINTS HANDLING PROCEDURES
- MANAGEMENT OF THE CUSTOMER SERVICE CULTURE

ENTRY REQUIREMENTS

- Please supply four (4) original copies of your entry for the judging panel.
- Presentation of the entry should be of a high quality and reflect the company's approach to customer service.
- Entries should address each guideline separately in no more than one (1) page per guideline. You may wish to attach supporting material as an appendix.
- · Please supply the following on disk:
 - an Excel spreadsheet of ALL clients who have had homes completed within the last twelve (12) months to be used in a telephone survey to assist in the judging process.
 - For all small-medium builders, a minimum of 10 clients' details must be submitted.
 - 4-8 images of your staff or office environment that illustrate your approach to customer service.
 - a copy of your company logo in eps and jpg formats.
- Entries and all supporting documentation must be received by FRIDAY 30 OCTOBER 2016.

ENTRY	FEES	(INCLUDE	GST)
Members		\$600.00	
Non-Members		\$1,500.00	

FOR FURTHER DETAILS, CONTACT:
EVENTS
MASTER BUILDERS
9476 9800
events@mbawa.com

PAYMENT DETAILS			
This document will be a TAX INVOICE upon payment . Please forward onto your ACCOUNTS DEPARTMENT - ABN 83 590 927 922			
PAYMENT AMOUNT	- EITHER/OR:		
	#NO. MEMBERS SUBTOTAL	#NO. NON-MEMBERS SUBTOTAL	
Builder Service Award		@\$1500 =	
Ball Tickets - individuals	@\$230 =	@\$300 =	
Ball Tickets - tables of 10	@\$2100 =	@\$2850 =	
TOTAL AMOUNT PA	YABLE: =\$	=\$	
PAYMENT METHOD:			
☐ Cheque (made payable to Master Builders)			
☐ EFT - BSB: 306 051 Account No: 038 9251 Payment Ref: HEA+[your company name]			
☐ Credit Card	Mastercard	Visa 🗌	
Card Number		Expiry Date	
Cardholder's Name	Sig	ın	

2016 MASTER BUILDERS-BANKWEST HOUSING EXCELLENCE AWARDS PERTH REGION BEST CUSTOMER SERVICE - SUPPLIER AWARD ENTRY FORM

ENTRANT DETAILS

Company Name:	····			
Postal Address:			P/Code:	
Phone:				
Corporate Email:				
Builders Registration No:	Date Registered:_		Master Builders Member No.	
Contact Name:		Phone:		
Mobile:		Email:		

Entrants will need to demonstrate fair trading principles and how a customer service culture is promoted within their organisation.

Phone surveys of a random sample of your clients will be undertaken. Feedback from these surveys and your entry will be given to you following the awards.

CRITERIA

- HIGH STANDARD OF PRODUCT AND SERVICE INFORMATION
- HIGH STANDARD OF FACE TO FACE SERVICE
- PROVISION OF EFFICIENT TELEPHONE SERVICE
- THE USE OF APPROVED CONTRACT AND OTHER DOCUMENTATION
- QUALITY CONTROL AND SUPERVISION
- ATTENTION TO AFTER SALES SERVICE
- COMPLAINTS HANDLING PROCEDURES
- MANAGEMENT OF THE CUSTOMER SERVICE CULTURE

ENTRY REQUIREMENTS

- Please supply four (4) original copies of your entry for the judging panel.
- Presentation of the entry should be of a high quality and reflect the company's approach to customer service.
- Entries should address each guideline separately in no more than one (1) page per guideline. You may wish to attach supporting material as an appendix.
- · Please supply the following on disk:
 - an Excel spreadsheet of Master Builder members (and contact details) that your organisation has serviced in the last twelve (12) months to be used in a telephone survey to assist in the judging process. Minimum of ten (10) member companies must be provided to ensure a reasonable sample size.
 - 4-8 images of your staff or office environment that illustrate your approach to customer service.
 - a copy of your company logo in eps and jpg formats.
- Entries and all supporting documentation must be received by FRIDAY 30 OCTOBER 2015.

ENTRY	FEES	(INCLUDE	GST)
Members	3	\$60	0.00
Non-Members		\$1,500.00	

FOR FURTHER DETAILS, CONTACT:
EVENTS
MASTER BUILDERS
9476 9800
events@mbawa.com