

BANKWEST BEST CUSTOMER SERVICE

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

CRITERIA

Applicants will be assessed on their overall standard of achievement, taking all the criteria into consideration.

1. High standard of product and service information.
2. High standard of face to face service.
3. Provision of efficient telephone service.
4. The use of approved contract and other documentation.
5. Quality control and supervision.
6. Adherence to a building works programme.
7. Attention to maintenance items and repairs.
8. Complaints handling procedures.
9. Management of the customer service culture.

ENTRY REQUIREMENTS

In addition to completing this page, please ensure you have included a copy of the following items for each entry. (Items are to be attached together but not stapled or bound).

- Fully completed entry form (including payment).
- Please supply three (3) 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 a list of clients (name, address, phone number) who have had homes completed within the last twelve (12) months to be used in a survey to assist in the judging process.

Note: Please supply a minimum of 20 clients for Volume/Project Builder or a minimum of 10 clients for Small/Medium Builder.

The judging panel will weight each guideline equally.

- SMALL-MEDIUM BUILDER** (Less than 20 projects per year)
- VOLUME-PROJECT BUILDER** (20 or more projects per year)

ENTRY DETAILS (Residential Builders Only)

Company Name: _____
 Postal Address: _____
 Suburb: _____ P/Code: _____
 Contact Name: _____ Phone: _____
 Mobile: _____ Fax: _____
 Corporate Email: _____
 Builders Registration No: _____
 Date Registered: _____
 Master Builders Member No: _____

Please return forms to:

Master Builders - Great Southern
 PO Box 1518 Albany, WA 6332

T: 9841 6232 F: 9841 6522 E: linda@mbawa.com

ENTRIES CLOSE 5PM, FRIDAY 16 JUNE 2017

Late entries will incur a late fee of \$50.00 per day, per entry

PAYMENT DETAILS (inc. GST)

This document will be a TAX INVOICE upon payment – please forward to your ACCOUNTS department- ABN 83 590 927 922

	No.	Members	Subtotal	No.	Non-Members	Subtotal
Customer Service Award	1	\$350.00	\$350.00	1	\$500.00	\$500.00

Total amount payable: \$ _____ \$ _____

Payment method: Cheque (made payable to Master Builders) Cash

EFT - BSB: 306-051 Acc: 0398745 Ref: **BEA + [your company name]**

Credit Card Mastercard Visa

Card Number _____ Expiry Date _____

Cardholder's Name _____ Sign. _____