

# BEST CUSTOMER EXCELLENCE AWARD



## ABOUT

The Best Customer Excellence Award recognises employees who can communicate clearly during in-bound and out-bound calls, and deal with customers with patience and grace.

## ELIGIBILITY

All employees who hold the title of: Customer Experience Executive, Customer Host, Customer Care Executive, Engagement Centre Executive, Call Centre Executive, or Receptionist are eligible for this award.

## CRITERIA

The Best Customer Excellence Award winners have all made a significant impact on their businesses by one or more of the following:

- Achieving high customer satisfaction scores and positive customer feedback.
- Delivering consistent high-quality service and effective problem solving.
- Demonstrating strong communication with customers.
- Showcasing operational excellence by being efficient, accurate, and reliable in processing services.

## NOMINATION PROCESS

Employees working in the above-mentioned positions can nominate themselves or their colleagues for this Award.

## JUDGING PANEL

10 winners will be chosen for this Award. The final decision will be made by the relevant Line Manager, GM, CEO, and HR based on performance.

## APPLICATION DEADLINE

Fully completed Nomination Forms should be submitted on the website by **19 October 2024.**

