



Award Category	Outstanding Customer Service
Company Name	Enter company name here

If you feel you are standing out from the crowd when it comes to providing outstanding customer service, then this category is for you! It will be awarded to the PCA member who has shown continued and improved customer service to its clients. Your entry must demonstrate you have gone that extra mile to ensure that the customer is happy with the service they receive from you.

Examples to showcase and demonstrate this outstanding service, can include written summaries, diagrams, photographs and any other evidence you feel relevant such as:

- The presence of a document or code of ethics on customer expectations
- Delivery of promised statements, i.e. timings etc
- Testimonials from satisfied customers – written form, video
- Evidence that you have delivered on promises and followed up on completed work
- Dealing with difficult/unhappy customers successfully
- Inclusive solutions to problem solving.

Outline and describe your entry fully – tell us how it meets the requirements of this category. Add supporting videos, photos, testimonials and documentation to support your entry and remember, you can submit more than one entry and enter more than one category.

Deadline for submissions is 11.59pm on Friday 26 April 2024.

Our judges will award scores based on the following criteria:

- **Inventiveness (up to 15 marks):** Assess this for originality? What is new or different?
- **Practicality (up to 10 marks):** If any projects were undertaken, were they well planned/researched prior to work commencing?
- **Drivers (up to 10 marks):** What were the key drivers? What issues had to be overcome?
- **Impact (up to 10 marks):** Were any significant technical problems overcome? Was the resolution suitable/well considered? Will this impact customers/their company/the industry as a whole?
- **Diffusion/Spread and Adoption (up to 5 marks):** If there is a unique approach, is there potential for this to be adopted by other companies?



Enter your text here (maximum 1,000 words)

All awards entries should be emailed to lisa.nieddu@property-care.org.



Please include/attach a copy of your logo and a team photo.

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