



Award Category	Outstanding Customer Service
Company Name	

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, telling us how it meets the requirements of this category. Add supporting videos, photos, testimonials and relevant documentation to support and showcase your entry in the best possible light!

You can add it to this editable form or send it in on a word document – and **remember, you can submit more than one entry and enter more than one category.**

FREE to enter and open to **PCA Members Only.**

Deadline for submissions is 11.59pm on Friday 25 April 2025.

The judges will award scores based on the following criteria:

- **Code of Ethics (up to 15 marks):** Is there a presence of a Code of Ethics on customer expectations? Is this relayed to/ implemented by staff?
- **Delivery (up to 15 marks):** Were promised statements delivered? Is there evidence of the Code of Ethics being implemented? Have they gone the extra mile?



Enter your text here (maximum 1,000 words)

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



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

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