2025

Australian Service Excellence Awards

Individual Category Nomination Questionnaire

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| **2025 Australian Service Excellence Awards Individual Category Nomination Questionnaire** | | | | |
| Instructions  Thank you for entering the 2025 Australian Service Excellence Awards Program. We are delighted that you are choosing to recognise service excellence and commend you for submitting a nomination.   * Please complete all sections of this form. * Once completed this form must be submitted to CSIA through the online awards nomination portal which can be found at [www.csia.com.au/awards](http://www.csia.com.au/awards) * Please complete a separate form for each nomination. * This form is for individual category nominations only. Nominations for organisation categories can be made using the 2025 Australian Service Excellence Awards Organisation Nomination Form. | | | | |
| Judging Criteria  The five sections below should be used to explain the role of the individual nominee, and why you feel they should be considered for the relevant award category.  The questions that we ask are related to the core elements of the International Customer Service Standard (ICSS: 2020-2025). We’d recommend reviewing the Standard as a way of familiarising yourself with some of the issues and factors that may be considered in judging your submission. Where possible, please provide specific examples of how the nominee has delivered against the core elements of the Standard, as referenced below: | | | | |
| Culture | Consistency | Quality | Performance |
| How has the nominee created a culture of customer service? | How has the nominee ensured consistency in the delivery of customer service? | How has the nominee delivered a high quality of customer service | How does the nominee’s customer service impact organisational performance? |

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| Section 1: Nomination Information  Please provide the following information: | |
| Nominee name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Nominee job title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Organisation name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Nomination category (please tick):   * Customer Experience Executive of the Year * Customer Experience Manager of the Year * Customer Experience Leader of the year * Customer Experience Professional of the Year * Customer Experience Advocate of the Year * Learning & Development Professional of the Year | Nominator name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Nominator job title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Nominator email:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Nominator phone:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| Section 2: Nomination Overview  Please provide an explanation of the nominee's role and why you believe that they should be considered for the award (approximately 250 words). |
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| Section 3: Culture  How has the nominee created a culture of customer service? How has the nominee improved the skills and talents of themselves and those around them in their role? Be sure to provide specific examples of how the nominee has delivered to this (approximately 250 words). |
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| Section 4: Operations  How has the nominee ensured a consistent level of customer service within the organisation? If applicable, how have they used market trends and industry best practice to deliver better customer service? How have they contributed to after sales service delivery, if applicable? Again, be sure to provide specific examples of how the nominee has delivered to this (approximately 250 words). |
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| Section 5: Service Perspective  How has the nominee delivered a high quality of customer service? How have they worked with customers, suppliers and partners to deliver a better quality of product or service for the organisation? How have they built long-term relationships with customers? How has the nominee innovated in their role? Again, be sure to provide specific examples of how the nominee has delivered to this (approximately 250 words). |
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| Section 6: Finance and Governance Perspective  How does the nominee’s customer service impact organisational performance? How has the nominee created growth in revenue, cost efficiencies and/or profit for the organisation in delivering superior customer service? Again, be sure to provide specific examples of how the nominee has delivered to this (approximately 250 words). |
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