



KENT INVICTA CHAMBER

BUSINESS AWARDS 2024

Excellence in Customer Service 2024

Sponsored by:



Before you begin, please read below:

Total Word Count:

The total word count of your entry should be no more than 3100 words. Entry forms exceeding this word limit will not be accepted by the judges.

A maximum of 5 supporting documents e.g. tables, graphs, photos or press cuttings may be uploaded at the end of this form as part of your entry; total file size for all documents is 5MB. Please note, we can only accept image files as part of your entry (jpg, pdf or png).

Please enter the entrant's name and company name as you would like to see it appear on a certificate/award, should you become a winner.

This form contains 8 questions. Please ensure that you answer all questions. Any entries not adhering to the rules at the end of the entry form will be eliminated at the next round.

Contact Name	Name of Entrant
Company Name	
Company Address	
Email Address	
Website Address	
Telephone Number	Twitter Account
Business Sector	Main Product/Service
Nature of Business	Number of Employees
Legal Status of Company	
Year that the business started trading	
Which Accredited Chamber are you a member of?	

Please tick the box if you are **not a member** of the Kent Invicta Chamber of Commerce

Must be completed*	Financials 2022	Financials 2023	Projection 2024/25
Turnover*			
Profit*			
Reserves*			



BUSINESS AWARDS 2024

1. Please provide a brief description of your business.

You should cover:

- The nature of your business
- Your products and services
- Your customers
- Markets that you operate in

Details (maximum 200 words)

2. Please outline the overall trend in your sales turnover and profit levels together with a brief description of any key events that have led to these over the last 2 years.

You should cover:

- Trends that are apparent from financial results are more important than absolute numbers.
- Describe the major events or initiatives that have driven the trends and what you have learnt from these to inform future strategies

Details (maximum 500 words)

3. Please outline your key objectives for the next 3 years and overall strategy for customer service/customer care.

You should cover:

- Main objectives for the next 3 years
- How these will be achieved and what level of investment is required
- Effects that these will have on the overall business

Details (maximum 500 words)



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- 4. Please outline your key objectives and overall strategy for customer service / customer care and how this is incorporated into your business plan? Please also include details of any Quality Standards.**

You should cover:

- Internal staffing of your customer services team, including details of training and recruitment strategies to build specialist knowledge and skills
- Details of Accreditation Standards such as The Business Excellence Model, ISO9001, Customer First, Investors in People

Details (maximum 500 words)

- 5. How do you measure performance against your objectives in Q3 and Q4 and what were your performance levels for 2023? Highlight any areas of excellence and include details of any quality standards.**

You should cover:

- Demonstrate results where applicable
- Highlight any areas of noticeable improvement in performance indicators year on year.

Details (maximum 300 words)

- 6. How are your staff trained, developed and motivated to deliver improved standards of Customer Care?**

You should cover:

- Demonstrate results where applicable (e.g. through customer loyalty)
- Give examples where appropriate
- Highlight specific staff development activity and give examples of where it has been successful

Details (maximum 500 words)



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7. How does your business monitor and measure its standard of Customer Service and Commitment?

Details (maximum 300 words)

8. Has your company achieved any official recognition for its level of Customer Service and Commitment over the last 2 years? (For example: Certificates, Awards, ISO9001/2015)

You should cover:

- Certificates
- Awards
- ISO9001
- Publicity

Details (maximum 300 words)



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Entry Rules

1. Entries are treated in confidence.
2. All entries must be completed online via 'Judgify' (judgify.me/chamberawards2024).
3. Entries should be in English and must be checked for spelling and grammar.
4. You may upload up to 5 supporting documents at the end of your entry (eg: tables, graphs or photos). The maximum permitted file size is 5MB in total. Please note, we can only accept image files as part of your entry (jpg, pdf or png). Website links used within your entry will not be activated by the judges. Supplementary information may be requested at judging level.
5. Please note the maximum word count for questions relating to your category. This word count limit does NOT include the questions. If your entry exceeds the word count specified it will be disqualified by the judges.
6. Entrants may be asked for staff or customer testimonials.
7. Entries will be judged by an independent and impartial panel of judges.
8. Finalists will be notified on Tuesday 29th October 2024. Award winners will be announced at the Awards Gala Dinner being held at Westenhanger Castle, Stone St, Westenhanger, Hythe, CT21 4HX on Thursday 21st November 2024.
9. Entry to more than one category is allowed.
10. Applicants must be authorised to enter their organisation into the awards programme.
11. Incomplete entries will not be judged.
12. All entries will be acknowledged on receipt. Entry forms will become the property of Kent Invicta Chamber of Commerce and entries will not be returned.
13. The Chamber reserves the right to withdraw an award from any applicant supplying false information within their entry. Judges reserve the right to audit any information supplied.
14. The closing date for entries is at **23:59pm (GMT) on 4th October 2024**.
15. These Awards are open to Members and Non-Members of the Chamber apart from Sponsors and those involved with judging.

By registering and completing an entry for the Awards you agree to these terms and conditions

Please tick the box to confirm you have read and agreed to the above rules of entry