

**APEX 2018 SERVICE EXCELLENCE AWARDS**  
**NOMINATION AND DETAILS FORM**

**CATEGORY:**  
*(Tick One)*

<b>Consumer Electronic          Products, incl.          Computers and          Communications</b>	<b>Domestic Appliances          and Installations          (Whiteware and          Heatpumps)</b>	<b>Portable Appliances</b>
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**NOMINEE DETAILS**

**REPRESENTATIVES NAME:** \_\_\_\_\_

**COMPANY:** \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_  
 \_\_\_\_\_

**PHONE NUMBER:** \_\_\_\_\_

**REASONS FOR NOMINATION:**

Statement	Strongly Disagree	Disagree	Agree	Strongly Agree
1. Premises are neat, clean and tidy				
2. Vehicles are well presented				
3. Staff are well presented				
4. Staff are courteous and helpful				
5. Staff have good product knowledge				
6. Telephones are answered promptly				
7. Service staff carry practicing licences				
8. Response to service requests are prompt				
9. Products are repaired within an accepted time frame				
10. Customers are informed of delays				
11. Interested parties are kept informed when required				
12. Work quality meets or exceeds industry standards				
13. Safety tests are completed when required				
14. Customer is satisfied with the level of service				

**TELL US WHY THIS NOMINEE SHOULD RECEIVE THE AWARD**

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**NOMINATED BY:** \_\_\_\_\_

**CONTACT PHONE NUMBER:** \_\_\_\_\_