

APEX 2019 SERVICE EXCELLENCE AWARDS
NOMINATION AND DETAILS FORM

CATEGORY:
(Tick One)

Consumer Electronic Products, incl. Computers and Communications	Domestic Appliances and Installations (Whiteware and Heatpumps)	Portable Appliances
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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

NOMINATED BY: _____

CONTACT PHONE NUMBER: _____