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03. Outstanding Customer Service in Medium & Large Business

This award recognises a medium to large business that consistently delivers exceptional customer service and is committed to exceeding client expectations. The category celebrates professionalism, innovation, and a customer-first mindset that drives satisfaction and loyalty.

Eligible businesses must have:

- A physical presence in the Northern Territory
- Been operating for a continuous period of at least 12 months
- More than 20 employees at the time of nomination

Please note: Government agencies and not-for-profit organisations are not eligible for this category.

Nominees in this category may be recognised for:

- Consistently going above and beyond for customers
- Creating seamless, high-quality customer experiences
- Professional, friendly and solution-focused service delivery
- Innovative processes or technologies that enhance customer service
- Strong internal teamwork that supports service excellence
- Building and maintaining trust with a broad customer base

Entry Criteria

Nominators should provide examples from the past 12 months that demonstrate:

- Specific actions that led to outstanding customer outcomes
- The business's service standards and how they are upheld across the team
- Strategies implemented to improve the customer experience
- Positive customer feedback, testimonials or service metrics
- How staff are empowered and supported to deliver excellent service
- The business's overall commitment to customer care and satisfaction

This is an external nomination category.

Nomination name

Business Nominee's Name

Description of Business

Business Physical Address

Contact Person's Name

The person who is writing this nomination

Contact Person's Email Address

The email of the person who is writing this nomination

Contact Person's Phone (optional)

Please include the state code (8) at the start of your number.

Eg 08 89xxabcd

Business's Website

Social Media Presence (optional)

☐ Facebook

☐ Twitter

☐ TikTok

☐ Instagram

☐ LinkedIn

Nomination Questions

Describe how and when the medium/large business nominee demonstrated outstanding customer service?

If you were to recommend this business's services to others, what would you say?

Why should this medium/large business receive an Outstanding Customer Service in Medium & Large Business Award?

Please upload any supporting material. Accepted supporting material includes (up to three) photos and/or logo. (optional)



Please upload any supporting material (optional)



Please upload any supporting material (optional)

