

# Sample form, not for offline completion.

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## 01. Outstanding Customer Service for an Individual

This award recognises an individual who has consistently delivered exceptional client or customer service within their workplace. Whether in a customer-facing role or behind the scenes, this person goes above and beyond to create meaningful, positive experiences for customers and the wider community.

### Nominated individuals must:

- Be employed on an ongoing basis in a casual, part-time, or full-time capacity
- Work for a business or organisation with an ABN and a physical presence in the nominee's region for at least 12 months
- Be currently employed at the time of nomination

Please note: Government agency staff are eligible for this category.

Nominees may be recognised for:

- Excellent service skills that foster trust and satisfaction
- Regularly exceeding client expectations or making a notable impact on a specific occasion
- Consistently demonstrating professionalism, teamwork, and care
- Contributing ideas that improved client service, solved problems, or led to efficiencies

### Entry Criteria

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

- Specific instances of the nominee delivering outstanding service
- How their attitude and actions made a difference to customers or clients
- Team spirit and reliability in a customer service setting
- Problem-solving or innovation in improving the client experience
- Feedback or recognition from customers or peers
- The nominee's role in creating a positive service culture

**This is an external nomination category.**

Nomination name

Individual Nominee's Name

Individual Nominee's Employer (optional)

Description of Employer (optional)

Employer's Physical Address (optional)

Individual's Email Address

Individual's Phone Number (optional)

Business Nominee's Name

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

Business's Website

Social Media Presence (optional)

Facebook

Twitter

TikTok

Instagram

LinkedIn

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## Nomination Questions

Describe how and when the nominee demonstrated excellent customer service skills

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

Why should this nominee receive an Outstanding Customer Service for an Individual?

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



Please upload any supporting material (optional)



Please upload any supporting material (optional)



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