

Sample form, not for offline completion.

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04. Outstanding Customer Service in Not for Profit

This award recognises a not-for-profit organisation that has demonstrated a consistent commitment to delivering outstanding client or customer service. The recipient will be an organisation that goes above and beyond in meeting the needs of its clients, customers, or community members with professionalism, care and impact.

Eligible organisations must have been operating with an ABN and physical presence in the Northern Territory for at least 12 months.

Please note: Government agencies are not eligible for this category.

Nominees in this category may be recognised for:

- Exceeding client expectations and delivering exceptional outcomes
- Professionalism and dedication across all levels of service delivery
- Maintaining or restoring trust through effective service recovery
- Implementing initiatives that enhance the client experience
- Creating efficiencies that benefit service users (e.g. time or cost savings)
- Fostering a positive, client-focused team culture

Entry Criteria

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

- Specific examples of exceptional client service
- The organisation's commitment to service excellence
- Strategies or improvements that enhanced the client journey
- Feedback or outcomes that reflect client or community satisfaction
- Innovation or adaptability in responding to client needs
- Organisational values that align with customer-focused service

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 not-for-profit nominee demonstrated excellent customer service skills.

If you were to recommend this not-for-profit nominee's services to others, what would you say?

Why should this not-for-profit nominee receive an Outstanding Customer Service in Not for Profit Award?

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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