

EXPERIENCED SOMETHING OUTSTANDING?



Customer Service Awards Nomination Form

The 2017 Customer Service Awards identify and reward individuals, teams and organisations from across the airport who deliver outstanding customer service. The awards reflect the values and service promises contained within the Melbourne Airport Customer Service Charter, which provides a common focus for all airport based organisations and staff to achieve a world class airport experience. To nominate an individual, team or organisation for an award, please complete all sections of this form.

NOMINATIONS CLOSE WEDNESDAY 10 MAY 2017

Please scan and email your completed form, with any supporting documentation and/or photos, to customerserviceawards@melair.com.au

Award Categories

- ★ Customer Service Superstar
- ★ Customer Service Excellence in Teamwork
- ★ Retailer of the Year
- ★ Customer Service Volunteer of the Year
- ★ Excellence in Safety
- ★ Customer Service Excellence – Individual
- ★ Customer Service Excellence Through Innovation
- ★ Airline of the Year
- ★ Customer Service Excellence – Company

▶ Nominee Details

(if nominating a team, please list all names if known)

Name/s _____

Award category _____

Company _____ Department _____

Email _____

(We will need to contact the person you are nominating to agree the Terms and Conditions*)

▶ Reason for Nomination

In 500 words or less, please state in detail how your nominee delivered outstanding customer service (include dates, scenarios, people involved, etc)

▶ Nominator Details

Name _____

Title _____ Company _____

Email _____ Mobile _____

For full details on the Customer Service Awards, including the CSA Charter, please visit melbourneairport.com.au/customer-service

***TERMS AND CONDITIONS** 1. Eligibility: Nominees must be currently employed by an organisation operating at Melbourne or Launceston Airport, nominated by someone other than themselves or family members and supported by their organisation. 2. Submissions must not exceed 500 words. 3. All nominations will be considered for a Customer Service Award which will be presented at an awards ceremony. 4. The yearly Customer Service Awards will be determined by a judging panel comprising of representatives from Melbourne Airport and other industry participants. 5. The Judging Panel's decision is final and no correspondence will be entered into. 6. Melbourne Airport manages personal information in accordance with its privacy policy which is available at <http://melbourneairport.com.au/privacy-policy.html>. 7. Melbourne Airport and Launceston Airport may disclose the details of finalists (including the reason for nomination) at the awards presentation and for other promotional purposes including publishing details on its website.