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**NOMINATION FORM**

**2019 SERVICE EXCELLENCE AWARD**

The *Saskatchewan Tourism Awards of Excellence* recognize and foster excellence in our province’s tourism industry. These industry awards honour people, places, businesses, organizations and events that go above and beyond to offer superior tourism experiences to visitors and residents.

**ELIGIBILITY CRITERIA**

Applications will be accepted from all individuals, organizations or businesses that support the Saskatchewan tourism industry.

Nominations are based on activities completed between January 1, 2019 and December 31, 2019.

Organizations or businesses may be self‐nominated or nominated by another party.

**NOMINATION PROCESS**

Nominations are due by Friday, January 24, 2020. Awards will be presented at the 31st annual *Saskatchewan Tourism Awards of Excellence Gala* in Regina on April 2, 2020.

Nominations must be completed on this form and submitted prior to the deadline.

Nominations must adhere to the general eligibility criteria and category‐specific criteria. Nominations must be original each year and in each category. Tourism Saskatchewan reserves the right to re-categorize or reject nominations that do not meet these rules or criteria, or the spirit of the awards program.

Nominees must be advised by the applicant that they are being nominated for a *Saskatchewan Tourism Award of Excellence.*

**EVALUATION**

Nominations will be reviewed and scored by an Award Selection Committee and will be kept completely confidential.

The Award Selection Committee is an external panel. Committee members who have a conflict of interest remove themselves from judging the category in question.

Each question on the nomination form is assigned a weight relative to the total score. The weighting of each question varies, depending on the number of questions and the nature of the questions in each category.

The Award Selection Committee will select a maximum of three finalists for each award (excluding the Tourism Builder Award). Finalists will be notified by mail approximately one month prior to the *Saskatchewan Tourism Awards of Excellence Gala*.

**2019 SERVICE EXCELLENCE AWARD**

**Nominator’s Contact Information /**

Please tell us about yourself. Tourism Saskatchewan will not share this information with third parties but may use your contact information to obtain additional details or clarification prior to evaluation by the Award Selection Committee.

**NOMINATOR’S CONTACT INFORMATION:**

**Last Name:** Click here to enter text. **First Name:** Click here to enter text.

**E‐mail:** Click here to enter text. **Telephone:** Click here to enter text.

**Address:** Click here to enter text. **City:** Click here to enter text.

**Province:** Click here to enter text. **Postal Code:** Click here to enter text.

**ABOUT THE NOMINEE:**

Please complete as thoroughly as possible. Verify the spelling of all names.

**The Nominee is:** Choose an item.

**FOR INDIVIDUALS:**

**Last Name:** Click here to enter text. **First Name:** Click here to enter text.

**E‐mail:** Click here to enter text. **Telephone:** Click here to enter text.

**Address:** Click here to enter text. **City:** Click here to enter text.

**Province:** Click here to enter text. **Postal Code:** Click here to enter text.

**FOR BUSINESSES OR ORGANIZATIONS:**

**Name of Business or Organization:**  Click here to enter text.

**General e‐mail:**  Click here to enter text. **Website:** Click here to enter text.

**Address:** Click here to enter text. **City:** Click here to enter text.

**Province:** Click here to enter text. **Postal Code:** Click here to enter text.

**Main Contact Person:** Click here to enter text.

**Title/Role (e.g. Owner, President, Volunteer, etc.):** Click here to enter text.

**Contact** **E-mail:** Click here to enter text.

**Contact Telephone:** Click here to enter text.

**SERVICE EXCELLENCE AWARD**

***Award Criteria: This business, facility or attraction has shown obvious commitment to customer service over a prolonged period, and continually demonstrates high levels of customer satisfaction.***

1. **Briefly describe the nominee, and provide an overview as to why this nominee is deserving of the Service Excellence Award, highlighting how the overall criteria of this award was met. (Required) (200 word limit)**

Click here to enter text.

1. **How long has this operation been in business? How long has this operation shown a commitment to customer service? (Required) (100 word limit)**

Click here to enter text.

1. **What has this organization done to demonstrate their commitment to customer service?**

**(40 points) (300 word limit)**

*For this question, the nominator could describe or list: activities undertaken to ensure customer satisfaction; how employees are supported to successfully carry out plans; methods used to communicate service excellence objectives; programs and training undertaken by the organization to improve customer service skills.*

Click here to enter text.

1. **Provide examples that demonstrate high levels of customer service are being achieved. (40 points) (300 word limit)**

*For this question, the nominator could describe or list: methods for dealing with customer feedback; examples of how a customer complaint led to a positive customer experience; data from customer surveys; examples or numbers of return customers.*

Click here to enter text.

1. **What other awards or recognition has this organization received in relation to customer service? (20 points) (200 word limit)**

*For this question, the nominator could list: awards received from other organizations and how these relate to customer service objectives; testimonials from satisfied customers.*

Click here to enter text.

***\*PLEASE ATTACH AND SUBMIT NO MORE THAN THREE HIGH QUALITY IMAGES WITH YOUR AWARD NOMINATION. THESE PHOTOS WILL BE USED FOR PROMOTIONAL PURPOSES IF YOUR NOMINATION IS SELECTED AS A FINALIST. PLEASE INDICATE IF PHOTO CREDITS ARE REQUIRED.***