



THIS FORM IS TO HELP YOU PLAN YOUR APPLICATION ONLY THIS IS NOT AN ENTRY FORM
ALL ENTRIES MUST BE SUBMITTED VIA THE DIGITAL FORM ON THE WEBSITE AT WWW.MWCCI.COM.AU
APPLICATIONS CLOSE SUNDAY 25 SEPTEMBER, 11.59PM WST

Excellence in Hospitality Customer Service (Individual) Award 2022

Overview:

A key industry in the Mid West, is the growing area in Gastronomy. And with it, comes individuals who are passionate about what they do. This award is designed to recognise outstanding individuals who are part of creating the magic in dining atmosphere and experience for patrons. Applicants for this category should show particular focus on offering a strong understanding of customer service, a unique customer experience, their presentation, acknowledgment and greeting. Selling skills, overall service levels, customer interaction, meeting customer expectations and product knowledge.

Entry Criteria:

- To enter this category, the entrant must be working within a business that is operating in the Mid West Region.
- The business must have been trading for a minimum of one full financial year.

For queries about eligibility, please contact awards support at events@mwcci.com.au

When writing your submission, make sure you are reflecting on the last 12 months.

Percentage (%) amount before each section shows how much goes towards your overall score.

Remember that any words over the word limit, will not be included in your submission for scoring.

Customer Service (20%)

Briefly describe how your customer service is different from any other? (250 words)

Please note this can be answered by the nominee or by a co-worker of the nominee.





Provide an example of how you provided excellent customer service. (250 words)

References (20%)

Please include contact details (name, email, phone) from either two clients, customers, or co-workers who we may contact as references for the nominee.

Please submit a one Page Reference Letter from each Referee. These referee letters are significant to final judging.

60% Mystery Shopping *For those individuals which cannot be mystery shopped, we will contact you for an interview.

