

TC ENERGY BOMA EXCELLENCE AWARDS
GUIDEBOOK
2020

PINNACLE AWARD
ABOVE & BEYOND





Thank you to everyone at BOMA Calgary for the opportunity to take part in the 2020 Excellence Awards. At TC Energy we value the relationship we have built with the BOMA community and look forward to growing our connections over the coming years.

The BOMA Excellence Awards inspire members to achieve superior levels of accomplishment as well as celebrate the successes of industry leaders. Similarly, as one of the province's leading electricity suppliers, TC Energy continually strives for higher levels of achievement. Our western power group has built a reputation for providing Alberta industry and businesses with competitive prices, unparalleled market knowledge, straightforward contracting and tailored customer service.

We wish you the best on your award submission.

www.TCEnergy.com/operations/power/alberta-power-marketing



PINNACLE AWARDS | ABOVE & BEYOND

The purpose of the Pinnacle Award for Service “Above & Beyond” is to recognize and promote service excellence in the Commercial Real Estate Industry. It is about providing a service to a customer that was unexpected, extraordinary, unnecessary, surprising, caring and perhaps even entertaining and outrageous. This performance of service “Above & Beyond” could have come about as a result of a mistake made and then corrected, or it may have been an opportunity seized to show how far the company would go to exceed a client’s expectations. As an example, when you receive a service complaint, your corrective action is of greater proportion to what your customer would expect.

MANDATORY REQUIREMENTS & ELIGIBILITY CRITERIA

- Pinnacle Awards are now open to all BOMA members (property owner/management company or service/supplier company)
- Entrants must be a BOMA Calgary member in good standing
- Entries are to be submitted on a self-nominating basis
- Year of year eligibility. (No organization shall be eligible to submit an entry for consideration if they have previously won an award for the same set of events/circumstances)
- Entrants must follow the “Written Submission Requirements” outlined below
- Entrants must forward the submission prior to the submission deadline outlined below

WRITTEN SUBMISSION REQUIREMENTS

- A cover sheet stating the following must be included:
 - Name of company submitting for the award
 - contact information (name, phone number and address of the person who will receive all correspondence relating to the award)
- All submission responses and answers should be included directly on the application **(submission responses and answers must not exceed five (5) pages, single sided, 12-point type.** All additional material will not be considered.
- Submissions must be made on company letterhead using your company standard issue presentation covers.
- A digital vector line or high resolution JPG/TIFF copy (300 dpi minimum) of your corporate logo must be provided on via E-mail.

SUBMISSION GUIDELINES

Registration must be made online at www.boma.ca/awards and must be received by **4 p.m. on January 31st, 2020**. Fee: \$250.00 (plus GST) made payable to BOMA Calgary (Suite 225, 550 11th Ave SW Calgary, AB T2R 1M7)

Full submissions are due by 4:00 pm on February 28th, 2020. Electronic submissions are preferred and encouraged; in PDF format only (Complete Submission can be sent by email to Jay Islam at Jay.Islam@boma.ca or mail USB to the BOMA Calgary office, or by uploading to drop box)

For questions, please contact Jay Islam at Jay.Islam@boma.ca.

ABOVE AND BEYOND INTERVIEWS

A survey will be conducted by the judges of your Clients(s) or employees and contractors. The survey questions will be based on Criteria A-B.

- Provide client name(s), position, and contract number
- Provide employee list with names, position and contract number

SITE VISIT (See Section D for details)

A mandatory site visit will be coordinated with the judges to visit your location and/or corporate head office to verify your submission, including a review of supporting documentation.

SUMMARY OF JUDGES' SCORING

A minimum of 70% or 70 points must be earned to be eligible for an award.

NATIONAL PINNACLE AWARD

The winner will be eligible to enter the 2020 BOMA Canada national awards competition.

Visit www.bomacanada.ca for more information.

SECTION A: SYNOPSIS

Your written submission should support the incident of customer service situation that you feel qualifies the company for recognition as going “Above & Beyond” in these days when we are all “doing more with less” and exceeding the customer service norms of just a few years ago in order to remain competitive.

The written submission including the questionnaire responses should be brief and describe the circumstances that require extraordinary action, detailing resources and commitments used to meet the client’s needs.*

Describe the benefits of the activity or service from the perspective of service, customer satisfaction, delivery and safety, moral and environmental considerations.

*Clients including employees and contractors.

SECTION B: QUESTIONNAIRE

Please answer the following questions as they apply to your company:

1. Did the company show expediency in meeting the client’s need(s) by going considerably out of its way to accomplish the task at hand or perceiving the client’s urgency at the time of the event? (15 points)
2. Did the client perceive the service to be extraordinary and of high value? By your estimate, how much was this worth to the client? (15 points)
3. Was the client extremely impressed with the activity/service by exceeding his/her expectations? Define what your organization considers a “normal” response to this circumstance. (15 points)

4. Does the organization recognize and encourage a willingness to respond to “Above & Beyond” the call of duty? (15 points)
5. Has the client’s loyalty increased since the activity/service was provided by the nominee? (15 points)
6. Was the activity or service: (10 points)
 - Unexpected or surprising
 - Caring
 - Extraordinary
 - Entertaining
 - Other
7. Did the activity/service have a significant impact on the outcome of the circumstance surrounding the client? (10 points)

SECTION C: “ABOVE AND BEYOND” INTERVIEWS

Interviews will be conducted by the Judges of your Client(s). A number of questions will be posed that related to the following:

- Client Service Perception
- Client Loyalty

SECTION D: SITE VISIT

A mandatory site visit will be coordinated with the judges to visit your location and/or corporate head office to verify your submission, including a viewing of the supporting documentation. Please note the mandatory documents as listed below must be made available to the judges during the on-site visit. Failure to comply will result in immediate disqualification and loss of entry fee:

- Customer Service Policy
- Environmental Stewardship

BOMA Calgary 2020 Pinnacle Awards – Judging Sheet (Above & Beyond)

Category: _____ Local: _____

Building Name: _____

CRITERIA		SCORE	SCALE	COMMENTS
Q1			15	
Q2			15	
Q3			15	
Q4			15	
Q5			15	
Q6			10	
Q7			15	
			100	

Judge: _____ Date: _____

