

TC ENERGY BOMA EXCELLENCE AWARDS
GUIDEBOOK
2020

PINNACLE AWARD CUSTOMER SERVICE





POWERING ALBERTA BUSINESS

*Proud to support
the BOMA
Excellence Awards
and share in
BOMA Calgary's
recognition
of companies
and individuals
whose efforts
continually raise
the bar of industry
excellence.*

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 | CUSTOMER SERVICE

The purpose of the Pinnacle Award for Customer Service is to recognize and promote service excellence in the Commercial Real Estate Industry.

Being a customer-focused, high service driven company requires consistency, ingenuity, integrity and dedicated pursuit of excellence. Your company is always first in your customers' mind because you strive to exceed your customer'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
- The entrant may not have won in the same category at the local level during the 3 years previous to this year's competition.
- Entrants must follow the "Written Submission Requirements" outlined below
- Entrants must forward the submission prior to the submission deadline outlined below
- A minimum of 70% or 70 points must be earned to be eligible for an award
- Entries are to be submitted on a self-nominating basis

- Documents which **MUST** be available for review during the formal interview:
 - Customer Service Policy and Procedures
 - Employee Training Matrix
 - Employee Incentive and Recognition Program

WRITTEN SUBMISSION REQUIREMENTS

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

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 mail USB to the BOMA Calgary office, or by uploading to drop box)

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

CUSTOMER SERVICE INTERVIEWS

A random sample survey will be conducted by the judges of your Customers and Employees. The survey questions will be based on Criteria A-D.

1. Provide 2 clients names, position and contact number.
2. Provide employee list with names, position and contact number.

SITE VISIT (see Section E 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 viewing of the mandatory documentation. Please note there are a number of mandatory documents that 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.

NATIONAL PINNACLE AWARDS

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

Visit www.bomacanada.ca for more information.

SECTION A: CUSTOMER SERVICE POLICY

Identify company goals and objectives as they relate to customer satisfaction:

- Customer Service Policy
- Customer Service Procedures document
- Environmental Stewardship

Copies must be made available for the judges during the site visit. Failure to provide them will result in immediate disqualification and loss of entry fee.

SECTION B: CUSTOMER SERVICE PROCEDURES

Once this plan/concept for improving customer service was developed, detail any processes, methods and/or practices, training and/or education that was necessary and carried out to achieve those goals/policies?

- How is the customer service policy maintained/verified/monitored

- Demonstrate customer focused complaint resolution process
- Describe the “full circle” customer service plan from “request to resolution”
- How is customer input captured to determine new products, services and areas for improvement
- Describe entire depth/breadth of company team approach to customer service delivery.
- Describe function of managers/coordinators dedicated to customer service

SECTION C: CORPORATE CUSTOMER SERVICE COMMITMENT

Describe the corporate commitment to this process. How is this commitment maintained and improved within all levels of the organization?

- Detail regular training programs for staff
- Detail regular customer recognition/appreciation events conducted
- Detail recognition/reward program for employees who excel at customer service
- Detail a system that ensures all active customers are visited/called on a regular basis
- Identify methods of focusing staff on customer service
- How is the mission statement reinforced with staff on a regular basis

SECTION D: CUSTOMER SERVICE INTERVIEWS

Identify two key clients where the entrant’s commitment has been applied/implemented and describe how this has benefited those clients (and their clients). Describe the impact it has had on their businesses.

SECTION E: CUSTOMER SERVICE INTERVIEWS

A random sample survey will be conducted by the Judges of your Customers and Employees. A number of questions will be posed to those selected from each group i.e. Customers and Employees that relate to the following:

- Customer Service (full circle process)
- Follow-up process
- Customer appreciation/recognition process

SECTION F: SITE VISIT

Please note there are a number of mandatory documents that must be made available to the judges during the onsite inspection. Failure to comply will result in immediate disqualification and loss of entry fee.

Mandatory Documentation:

- Customer Service Policy
- Environmental Stewardship
- Customer Service Procedures documentation
- Employee Training, Incentive & Recognition program

BOMA Calgary 2020 Pinnacle Awards – Judging Sheet (Customer Service)

Category: _____ Local: _____

Building Name: _____

CRITERIA		SCORE	SCALE	COMMENTS
A	Clear outline of company policy		10	
B	Development of company goals and objectives as they relate to customer satisfaction		20	
C	Company commitment to this process		10	
D	Good maintenance of this commitment to customers		10	
E	Training and education provided for their goals and objectives		20	
F	Client impact/results (2 samples)		20	
G	Program is unique / industry impact		10	
			100	

Judge: _____ Date: _____

