



A division of NSW Business Chamber



2019 IWIB Businesswomen's Awards

APPLICATION FORM

IWIB Customer Focus Award 2019

Proudly sponsored by



CommonwealthBank

Presentation at the IWIB Businesswomen's Awards Lunch

11.00am - Friday, 10th May 2019

At Novotel Wollongong Northbeach

Applications are now open for the Illawarra Women in Business Businesswomen's Awards 2019!

Illawarra Women in Business is proud of the achievements of women in the local business community, and wants to recognize and celebrate their success through these Awards.

Entering awards are a vital part of your personal and professional development and gives those entering the opportunity to analyse themselves and their business – which in turn can help you develop professionally.

The awards are open to ALL businesses in the *Illawarra (which are either owned or operated by a female or are a female friendly working environment) that best demonstrates energy, vision, as well as a tangible business success and is an Australian registered business, company or organisation. This includes partnerships, franchises, community organisations, registered charities, commonwealth & state government departments, agencies and local government bodies.

The award will be presented at a celebratory Lunchtime event held on Friday 10th March 2019 and finalists must attend this event.



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1. CATEGORY ENTERING (please include this page as page 1 in your application)

IWIB Customer Focus Award 2019 proudly sponsored by Commonwealth Bank

IWIB Customer Focus Award recognises those constantly striving to exceed customer expectations.

Customer focus ensures that services provided are useful and relevant to current and potential customers. It drives growth through a deep understanding of customer values. This award celebrates organisations that have enhanced their prospects and profitability by putting the customer at the heart of its business.

2. DETAILS OF APPLICANT

Applicants Surname:

Applicants First Name:

Company Name / Name of Business:

ABN:

Business Address:

Position in Business:

Email Address:

Applicants Phone Number:

Referee 1

Name:

Business Name:

Phone Number:

Referee 2

Name:

Business Name:

Phone Number:



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3. QUESTIONS TO BE ANSWERED IN YOUR APPLICATION

(please answer each question on a separate page – include the question and question number at the top of each page and each question has a maximum word count of 500 words)

1. Describe your business.
2. What makes your business different from your competitors/other businesses in the Illawarra.
3. How do you maintain a happy staff – as they say happy staff means happy customers.
OR if a sole trader – how do you maintain a work / life balance when running your business and juggling everything else in life.
4. How does your staff contribute to the high level of customer satisfaction in the business.
OR if a *sole trader* –
List your key priorities ensuring customer satisfaction is always met.
5. How do you deal with negative customer feedback in your business.
6. How do you measure customer satisfaction.
7. Describe a successful customer focused strategy/initiative that has been implemented in your business in the last 12 months
8. How will these awards affect your business if you won this category?

4. DECLARATION (please include this page in your application/nomination)

I, being (), warrant that the information provided is true and correct as at the time of completing this nomination. I understand and abide by the rules as stated on this entry form I agree to abide by the conditions of entry as stated.

Signed

Date



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IMPORTANT INFORMATION

To enter the 2019 IWIB Businesswomen's Awards, please MAIL/POST to us the following in DUPLICATE (2 complete copies are needed – 1 copy for each judge)

OR

Email your complete application in **ONE** PDF FILE to events@iwib.com.au

- 1. Details of Applicant** – page 2 of this application – use as the **front page** to your application
- 2. Category Entering** – on page 2 of this application
- 3. Answer questions** – on page 3 of this application. Start each question on a new page. Head each page with the Question being asked and Question Number. Maximum word count of 500 words per question
- 4. Declaration** – page 3 of this application – Declaration must be signed and included with your application
- 5. Include your business card** in the application.

You may include an index, testimonials

Please bring photos, newspaper clippings & articles with you for your interview with your judges.

Everything including the application form must be scanned and emailed in ONE PDF FILE.

All entries must be posted to **IWIB PO Box 529 Unanderra 2526** – OR Emailed to event@iwib.com.au in **ONE** PDF FILE –
to be received before **5pm Friday 22nd March 2019** deadline. No entries will be accepted after this date.

*You will receive confirmation of receipt of your application by email, within 48hours. If you do not receive this confirmation, **email** us at events@iwib.com.au

JUDGING

- ✓ All applicants will be notified shortly after and advised if they have made it to a shortlist of finalists.
- ✓ All shortlisted finalists will be asked to a judging day. Your category Judge will contact you regarding the date & time.
- ✓ The winner will be announced at the IWIB Business Women's Awards Day on Friday 10th May 2019 – all finalists are to attend the Awards Presentation.
- ✓ A Judging Panel made up of well respected and experienced members of the Illawarra business community will judge the awards. Two (2) judges will conduct the interviews with the successful candidates who reach this stage.



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Terms and Conditions

- Entries for the 2019 Awards are now open
- All entries must be posted to **IWIB PO Box 529 Unanderra 2526 - OR** - emailed to events@iwib.com.au in **ONE PDF FILE** to be received before **5pm Friday 22nd March 2019 deadline.**
- No entries after this date will be accepted.
- You will receive confirmation of receipt of your application by email, within 48hours. If you do not receive this confirmation, email us at events@iwib.com.au
- The IWIB Businesswomens Awards are free to enter and open to any female over the age of 18 provided they operate or work as an employee in a business located in the ***Illawarra**.
- IWIB defines the ***Illawarra** area to cover the local governments of Wollongong, Shellharbour, Kiama & the Shoalhaven. Applicants must conduct their business in these areas of local government.
- The business can be a sole trader, a private or public limited company, a partnership or limited liability partnership, a business unit within a company or a not-for-profit organisation. Businesses can operate in any trading sector.
- It is a condition that entrants must declare whether they, or the business they represent, are involved in (or could be involved in) any dispute or judgement that could in any way significantly interfere with the proper conduct of the Illawarra Women in Business Businesswomen Awards.
- Responsibility within the scope of these conditions cannot be accepted for any failure of confidentiality. Entrants will be expected to protect those aspects of their business that may be patentable, registerable or otherwise secret and governed by intellectual property, copyright or similar legislation.
- All information provided will be considered as confidential by Illawarra Women in Business and will only be accessible to the directors of Illawarra Women in Business and to the Judging Panels. Judges will observe the requirements of confidentiality and will declare any possible conflict of interest.
- Winners may refer to the competition in their own publicity material following approval by the organisers of such material.
- By entering the competition, applicants agree that their name may be held on an awards database.
- By entering the competition, applicants agree that their name and photo may be used in any future promotion of IWIB and similar IWIB awards, and used in any media releases associated with IWIB.
- There can be no appeal against the decisions of the judges and these decisions must be accepted as final in respect of all matters concerning the Illawarra Women in Business Businesswomen Awards, including the interpretation of the conditions of entry.
- All applications will be destroyed 6 months after the Awards Day
- No correspondence will be entered into



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WE THANK YOU FOR YOUR APPLICATION

The IWIB Businesswomen Awards 2019 are an initiative of Illawarra Women in Business. We thank you for entering the awards and wish all candidates the best of luck!

PLEASE NOTE

*All completed applications must be in duplicate (2 full identical copies of your application for the 2 judges) and **posted** to*

IWIB PO Box 529 Unanderra 2526 –

OR

emailed to events@iwib.om.au

If emailed the application must be in ONE PDF file

to be received before 5pm Friday 22nd March 2019

****** No entries will be accepted after this date.***



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