



## FBD Business Awards 2010 in association with Donegal Town Community Chamber

### Criteria:

### Best Customer Service Award in any sector

The judges will be looking for businesses that offer the highest level of service to each and every customer. The judging criteria will be based on:

- First impressions of staff
- Acknowledgement and greeting
- Selling skills
- Overall service levels
- Interaction with the customer
- Opening hours
- Meeting customer expectations
- Premises

This award will be open to all businesses whom are customer facing. Short listing will apply.

Independent adjudicators will make unannounced visits to the finalists in this section. These mystery shoppers will judge this award based on the criteria listed above. This award also requires a paper based submission.

To enter your business in this award, simply complete the application form and return it to Michelle McDaid by email, fax or post by Friday 28th May 2010.

- Fax: 01 456 4446
- Email: michelle.mcdaid@fbd.ie
- Address: Michelle McDaid, FBD Insurance, FBD House, Bluebell, Dublin 12

*Nominations will not be accepted from third parties. Companies may only nominate themselves. The decision of the judges will be final and binding.*