

## **Pinnacle Award for Above & Beyond**

### GOAL

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.

### ELIGIBILITY & JUDGING

- Property Owner/Management Companies or Service/Supplier Companies are eligible.
- Entries are to be submitted on a self-nominating basis.
- Entrants may not have won in the same category during the last 3 years.
- Judging of the entry will be based on your written submission, interviews with client references, and meeting of all submission requirements as listed below.
- Entrants must be BOMA Nova Scotia members in good standing.

### SUBMISSIONS

**Entry Deadline:** February 15, 2019

**Fee:** \$650.00 + HST (made payable to BOMA Nova Scotia, PO Box 1597, Halifax NS B3J 2Y3)

The following items will be required as part of your Formal Entry package:

1. A cover sheet stating the following must be included:  
Name of Property Owner/Management Company or Service/Supplier Company as well as the Name, Phone Number and Address of the person who will receive all correspondence.
2. Parts A and B below describe the components to be addressed in writing. Ensure that the written submission does not exceed the maximum number of pages permitted (5 pages). You are encouraged to include any additional information that you feel will assist the judges (as long as it does not exceed the maximum number of pages permitted).
3. Submissions must be made on company letterhead using your company standard issue presentation covers.
4. A high resolution electronic copy of your corporate logo must be provided.
5. An electronic copy of your "Team photo" must be provided.

Your written submission must be received in the BOMA Nova Scotia Office by **March 29, 2019**.



# BOMA Nova Scotia Pinnacle Awards 2019

## *'Above & Beyond' Written Submission*

### *'Above & Beyond' Part A - Synopsis*

Your written submission should support the incident or 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 (maximum five pages) and describe the circumstances that required 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, safety, moral and environmental considerations. You are encouraged to include any additional information that you feel will assist the judges (as long as it does not exceed the maximum number of pages permitted).

### *'Above & Beyond' Part B - Questionnaire*

Please answer the following questions as they apply to your nominee. Each question is worth a percentage of the total score of 100 (indicated in brackets). Handwritten or typed answers are acceptable.

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%)
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%)
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%)
4. Does the organization recognize and encourage a willingness to respond to "Above & Beyond" the Call of Duty? (15%)
5. Has the client's loyalty increased since the activity/service was provided by the organization? (15%)
6. Was the activity or service: (10%)
  - unexpected or surprising?       caring?       extraordinary?
  - entertaining?       other?
7. Did the activity/service have a significant impact on the outcome of the circumstances surrounding the client? (15%)

Please include contact names and telephone numbers for client references. They will be asked to provide testimony to the impact of the organization's service.

## **Pinnacle Award for Customer Service**

### GOAL

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 customers' expectations. As an example, when you receive a service complaint, your corrective action is of greater proportion to what your customer would expect.*

### ELIGIBILITY & JUDGING

- Property Owner/Management Companies or Service/Supplier Companies are eligible.
- Entries are to be submitted on a self-nominating basis.
- Entrants may not have won in the same category during the last 3 years. (Furthermore, no organization shall be eligible to submit an entry in this category if the provider and beneficiary of the exceptional customer service are the same as having previously won).
- Judging of the entry will be based on your written submission and meeting of all submission requirements as listed below.
- Entrants must be BOMA Nova Scotia members in good standing.

### SUBMISSIONS

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The following items will be required as part of your Formal Entry package:

1. A cover sheet stating the following must be included:  
Name of Property Owner/Management Company or Service/Supplier Company as well as the Name, Phone Number and Address of the person who will receive all correspondence.
2. Written submission not exceeding the maximum number of pages permitted (5 pages).  
You are encouraged to include any additional information that you feel will assist the judges (as long as it does not exceed the maximum number of pages permitted).
3. Submissions must be made on company letterhead using your company standard issue presentation covers.
4. A high resolution electronic copy of your corporate logo must be provided.
5. An electronic copy of your "Team photo" must be provided.

Submissions must be received in the BOMA Nova Scotia Office by **March 29, 2019**.

### *'Customer Service' Written Submission*

Your written submission should support your firm's positive customer service attributes that you want to impress upon the judges, and it should make note of specific details that deserve merit. Additional information is permissible as long as the **total entry does not exceed the maximum number of pages permitted (5 pages)**.

1. Detail any processes, methods and/or practices the company has used in developing company goals and objectives as they relate to customer satisfaction.
  - Customer service policy and procedures
2. 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 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 enter depth/breadth of company "team" approach to customer service delivery.
  - Describe function of managers'/ coordinators' dedicated to customer service.
3. Describe the company's commitment to this process. How is this commitment maintained and improved within all levels of the organization?
  - Detail regular training programs for staff, (including Incentive & recognition programs).
  - Detail regular customer recognition/appreciation events conducted.
  - Detail a recognition/reward program for employees who excel at customer service.
  - Detail a system that ensures all active customers are visited or phoned on a regular basis.
  - Identify methods of focusing staff on customer service.
  - How is the mission statement reinforced with staff on a regular basis?
4. 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.

Please include contact names and telephone numbers for client references. They will be asked to provide testimony to the impact of the organization's customer service program.

## **Pinnacle Award for Innovation**

### GOAL

The purpose of the Pinnacle Award for Innovation is to recognize and promote innovation in the commercial real estate industry; whether it is a uniquely beneficial program, product or service, a better way to solve specific needs or an ingenious way to keep customers happy.

### ELIGIBILITY & JUDGING

- Property Owner/Management Companies or Service/Supplier Companies are eligible.
- Entries are to be submitted on a self-nominating basis.
- Entrants may not have won in the same category during the last 3 years.
- Judging of the entry will be based on your written submission and meeting of all submission requirements as listed below.
- Entrants must be BOMA Nova Scotia members in good standing.

### SUBMISSIONS

**Entry Deadline:** February 15, 2019

**Fee:** \$650.00 + HST (made payable to BOMA Nova Scotia, PO Box 1597, Halifax NS B3J 2Y3)

The following items will be required as part of your Formal Entry package:

1. A cover sheet stating the following must be included:  
Name of Property Owner/Management Company or Service/Supplier Company as well as the Name, Phone Number and Address of the person who will receive all correspondence.
2. Written submission - not exceeding the maximum number of pages permitted (5 pages). You are encouraged to include any additional information that you feel will assist the judges (as long as it does not exceed the maximum number of pages permitted).
3. Submissions must be made on company letterhead using your company standard issue presentation covers.
4. A high resolution electronic copy of your corporate logo must be provided.
5. An electronic copy of your "Team photo" must be provided.

Your written submission must be received in the BOMA Nova Scotia Office by **March 29, 2019**.



# BOMA Nova Scotia Pinnacle Awards 2019

## *'Innovation' Written Submission*

Your written submission should support the company's approach to innovation and it should make note of specific details that deserve merit.

The written submission should be brief (maximum five pages) and address the following. You are encouraged to include any additional information that you feel will assist the judges (as long as it does not exceed the maximum number of pages permitted).

Describe how innovation is encouraged and rewarded in your company:

1. Describe the innovative program, product or service, how it is unique, and how it benefits the commercial real estate industry.
2. Describe how this has benefited your company and/or your clients\*, and the impact it has on business. How does the innovation make the building owner/manager's or customer's job easier, less stressful or more productive? Has it increased your company's or your client's\* efficiency, productivity and/or revenue?
3. Describe how you included employee and/or customer input into the development of the innovation.
4. Identify key clients where this innovation is applied or implemented.

\*Clients (including employees and contractors)

Please include contact names and telephone numbers for client references. They will be asked to provide testimony to the impact of the organization's innovation program.