



Award Questions for Excellence in Service Award

Important Notes for Entrants:

a) Word count is specified as a guide only. Submissions slightly over/under are acceptable, however a cap of 100 words over please.

b) Supporting photos, marketing material etc., are welcome to support your application in **one email** only please.

Email your marketing materials, brochures, (pdfs) photos (jpegs) separately,

info@womenwithaltitude.com.au -

Subject: Awards Submission Support - Full Name - Awards Category

c) All submissions are treated with utmost privacy and confidentiality.

All impartial and independent judges sign a confidentiality agreement, and your information is safe secure and your submission questions are not shared with any other parties.

Entries must be received by midnight, 30th of September 2021

1. Give a brief overview of your business/organization/Institution, including start date. (200-250 word count)
2. What problem do you solve for your clients/customers and how do you solve it? (250-300 word count)
3. Share an example of how your service is different to your competitors. (200-250 word count)
4. How have you pivot, change, or recover from fires, floods, pandemic in the past year and what have you learnt or evolved? (300-350 word count)

Questions specific to your category:

5. Why would a customer/client rave about your business (300-350 word count)
6. How do you approach unhappy customer and how do you turn it around? (300-350 word count)
7. What are 3 key factors that contribute to your excellence service? (200-250 word count)

- Lastly you will be asked to provide a **2 sentence bio** and a **photograph** for press purposes.

Once you have prepared your answers, visit altitudeawards.com. Click on the Awards page and click on the category you are entering.

Please paste your prepared answers and submit your award application online.

Please NOTE: You cannot save your online submission, so prepare first and then lodge once only.

WWA Team members are here to help you. If you have any questions, please contact us on 1300 036 615 or info@womenwithaltitude.com.au

Good Luck from the WWA Team 😊