**IW Chamber Business Awards 2025  
 *PLEASE READ BEFORE PREPARING YOUR SUBMISSION*  
  
Please use this Word document as the outline for your submission. Read the guidelines carefully and then answer each question as outlined below, keeping in mind the weighting and the marks allocated to each question.**

Please type your entry into this Word document. This is designed to receive your entry; please do not reformat this template or delete the questions or group your answers in any way, otherwise your entry may become impossible to judge. Please remember your entry is primarily a text document and not a designed presentation.

Please note the maximum word count is 2,000 words per entry. The word count for the answers submitted in your entry should not exceed 2,000 words and this word count does not include the introduction section or terms and conditions. The word count will be measured solely on the numbered questions and the answers you provide. If your entry exceeds this word count it will not be accepted and you will not be notified.

Please make sure that you answer every question. Judges will be awarding points based on the scoring system as outlined, so please make sure that your submission clearly answers each individual question in turn. Incomplete entries will not be judged.

Once completed, email your document to [awards@iwchamber.co.uk](mailto:awards@iwchamber.co.uk)

**Customer Service Award**sponsored by RPL Construction

This award recognises exceptional levels of service and customer care. Judges will be looking at evidence of how the business goes above and beyond customer expectations, with strong customer care ethos and targets. We’ll also be looking for investment in training and how high standards of customer care have contributed to business growth. Demonstrate how customer care is at the heart of your organisation and how this ethos has contributed to the overall success of your business.

**YOUR ENTRY STARTS HERE….** Please answer each the sections below

**Company Name** –

Type text here

**Business Name** (if different to above, as you would like it to appear in publicity if shortlisted) –

Type text here

**Preferred point of contact** (name and email) -

Type text here

**Business Address** –

Type text here

**Company Registration Number –**

Type text here

**Introduction** – Tell the judges about your business. Tell us what you do and who /where your customers are. Give us a bit of background about your organisation – what you do, how you started your journey, how long you have been established, how many staff you employ and any other information you believe is relevant - to give the judges a good understanding of your business.

Type text here

**Evidence required and scoring:** *Maximum total word count =* ***2,000***

1. **What is your customer service concept and strategy? (20 marks)**

Type text here

1. **Evidence of customer satisfaction and quality of service/product. Feel free to include external ratings (e.g. Trustpilot, Tripadvisor, social media) or industry awards. (30 marks)**

Type text here

1. **How do you stand out from your competitors and thereby raise the standards in your sector – how are you different in what you do, how have you innovated? (30 marks)**

Type text here

1. **What training and investment in training have you made and how do you monitor performance of that training? (20 marks)**

Type text here

1. **External web links if appropriate - (Ensure these are relevant. If it’s important it should be referred to in your entry already) (0 marks)**

Type text here

**Terms & Conditions (for entrants)**

1. All entries must be submitted via email and to the awards@iwchamber.co.uk email address.
2. The IW Chamber Awards are open to all businesses based on the Isle of Wight. Your business does not have to be a member of the IW Chamber.
3. A business must have completed its first full year of trading before entering for an Award.
4. Unless otherwise stated, your entry should reflect activity in the calendar year of 2024, from January 1st to December 31st 2024.
5. Entries will be judged by an independent and impartial panel of judges.
6. Entries will be treated in the strictest confidence but will be shared with the judging panel.
7. Entry to more than one category is permitted.
8. All businesses are entitled to enter two categories for no charge. Entries for any further entries will be charged at £110+VAT per category for IW Chamber members and £220+VAT per category for non-members.
9. There are no restrictions regarding entering a category which your business has won in the past.
10. Incomplete entries will not be judged.
11. The Isle of Wight Chamber of Commerce reserves the right to revoke an award from any applicant whose entry includes false information. Judges reserve the right to audit any information supplied.
12. The closing date for entries is 6.00pm on Friday 31st January 2025. No entries will be accepted after this time.
13. All submitted entries will be acknowledged via email within 4 working days.
14. Please type your entry into the downloadable Word document template. This is designed to receive your entry; please do not reformat this template or delete the questions or group your answers in any way, otherwise your entry may become impossible to judge. Please remember your entry is primarily a text document and not a designed presentation.
15. Please note the maximum word count is 2,000 words per entry. The word count for the answers submitted in your entry should not exceed 2,000 words and this word count does not include the introduction section or terms and conditions. The word count will be measured solely on the numbered questions and the answers you provide. If your entry exceeds this word count it will not be accepted and you will not be notified.
16. The shortlist of nominees will be published on-line at a pre-announced date and time. Shortlisted companies will be notified by email following the publication of the shortlist.
17. The decision of the judging panel is final, and no further correspondence will be entered into.
18. Feedback on entries will be available on request, after the awards have been presented in May.
19. Award winners will be announced at the IW Chamber Business Awards on Friday 9th May 2025.
20. No employee of the Isle of Wight Chamber of Commerce Group shall be entitled to enter.
21. By registering and completing an entry for the Awards you agree to these terms and conditions.