

Sample form, not for offline completion.

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Excellence in Client Service - Australia

This award will recognise an organisation that has demonstrated outstanding leadership and commitment to excellence in client service.

Start here

Nominee's Name (Organisation or Individual)

What is your name? Or who is the best person to contact regarding this entry?

What organisation do you work for?

What is your job title?

What is your best contact phone number?

What is your email address?

In what State is the nominated organisation's Head Office located?

Australian Capital Territory

New South Wales

Northern Territory

Queensland

South Australia

Tasmania

Victoria

Western Australia

Outside Australia

Eligibility

RCSA Terms and Conditions I have read, understood and agree to the Terms & Conditions listed under the Important Information tab [here](#).

I understand that the Chair (or Deputy Chair, should a conflict of interest arise) of the relevant RCSA Region Council will review the names of entrants who have applied for the Award with the purpose of identifying any areas of concerns for further investigation.

What is the nominee's **Corporate** Membership number (if applicable)? (optional)

Demographics

What year was your agency established?

Enter the number of customer-facing employees (income producers) employed by your company

Enter the number of other employees (non-income producers) employed by your company

Enter the number of permanent vacancies filled in the year between July 2022 and June 2023 by your company

Enter the number of temporary/on-hire/contract vacancies filled in the year between July 2022 and June 2023 by your company

Criterion 1

Before you start: Have you checked out the [Guiding Principles for completing your entry?](#)

Describe what your agency does to deliver an outstanding service to clients. In your answer we recommend you 500 cover the distinct roles played by technology, client-facing employees, leaders, other employees and suppliers (if applicable). **25 Points**

Note: Your entry should cover information relevant to the period from June 2022 to July 2023.

Any information relating to previous years may be included to demonstrate longevity of success however please ensure you distinguish what year(s) the data pertains to.

Criterion 2

List the corresponding documentary evidence uploaded below pertaining to templates, policies, processes, training, and anything else that demonstrates consistency in client service delivery excellence across your company. **15 Points**

If you have any URL's to add, please add them in this answer box.

Any evidence uploaded should be both concise and easy to identify as supporting the substance of claims at Criterion 1.

Upload Documentary Evidence 1 of 6



Upload Documentary Evidence 2 of 6 (optional)



Upload Documentary Evidence 3 of 6 (optional)



Upload Documentary Evidence 4 of 6 (optional)



Upload Documentary Evidence 5 of 6 (optional)



Upload Documentary Evidence 6 of 6 (optional)



Criterion 3

List any relevant objective evidence uploaded below such as performance metrics or measures that demonstrate the high level of your client service (eg volume of jobs filled per client, market share of client's total vacancies, percentage of jobs filled, data on top ten clients as a percentage of total revenue and frequency of repeat business, time-to-fill data and any relevant feedback from feedback aggregators such as Recruiter Insider or Sourcr). **5 Points**

If you have any URL's to add, please add them in this answer box.

Any evidence uploaded should be both concise and easy to identify as supporting the substance of claims at Criterion 1.

Upload Objective Evidence (please combine into one file for uploading)



Criterion 4

List up to 5 pieces of relevant subjective evidence that are uploaded below, such as testimonials (videos are acceptable). If these testimonials contain detail of length of relationship, type, and volume of vacancies filled over a nominated time period, it will strengthen your submission. **5 Points**

If you have any URL's to add, please add them in this answer box.

Any evidence uploaded should be both concise and easy to identify as supporting the substance of claims at Criterion 1.

Upload Subjective Evidence 1 of 5



Upload Subjective Evidence 2 of 5 (optional)



Upload Subjective Evidence 3 of 5 (optional)



Upload Subjective Evidence 4 of 5 (optional)



Upload Subjective Evidence 5 of 5 (optional)



Principal Partner

