

Excellence in Client Service

This Corporate Member Award is open to Corporate Members only and is not restricted by Agency size.

Criteria	Notes	Evidence Required	Score Allocation
Key Statistics			
No. of Staff (FTE)	Not including on-hire workforce	Nil	Nil
No. of Branches	Including Head Office	Nil	Nil
No. Filled Roles YTD	Incl Perm and Temp	Nil	Nil
Client Experience			
Brand Experience	How do your clients describe their experience with your brand?	Sample of verified testimonials or written references	15
Personalisation	What tools do you use to personalise your service to clients and how do you measure success?	Process documents or screenshots of online tools	10
Knowledge Extraordinaire			
Partnership	How do you develop strong, trusting relationships with your clients?	Policy documents, outline of strategic objectives	15
Advisor	How have you become a true advisor to your client?	Written testimonials	10
Leader in Innovation			
Uniqueness	What is unique or innovative about the service you provide your clients?	Outline of initiative, screenshots of online tools, process documents	25

Over and Above

Extra Mile	How do you go out of your way to accommodate the needs and wants of your clients?	Policy documents, outline of initiatives	15
Notifications	How do you ensure your clients are kept informed of the progress of their applications?	Process documents or screenshots of online tools	10