

*Peel Chamber of Commerce & Industry Inc. and  
Alcoa Pinjarra Refinery present*



*2021 Alcoa Peel Business Excellence Awards  
Tully Collins Excellence In Service Award*

*Date:* Saturday 23 October 2021

*Venue:* Peel Thunder Football Club, Dower Street, Mandurah

*Time:* 5:00pm for a 6:00pm start

*Nominations & Entries Close*

5:00pm Friday 14 May 2021

*With thanks to our values partners and sponsors*



Department of  
Primary Industries and  
Regional Development



# *The Tully Collins Excellence in Service Award*

In honour of a bastion of hospitality and service excellence in the Peel Region, the Tully Collins Excellence in Service Award Acknowledges the legacy of dedication of Mr. Tully Collins. Tully was a hospitality institution within the Peel community due to his outstanding commitment to service, and ensuring his customers, no matter the establishment he represented, received the very best he could offer. Tully's consistency was unrivalled, resulting in a following of patronage. This award aims to recognise and acknowledge those special individuals in our community who embrace Tully's drive and passion for customer service, and strive to always go above the standard, delivering a truly outstanding experience to their clients.

## *How to Enter*

### **Entry Checklist:**

- ☐ Determine if you are eligible (see below)
- ☐ Complete the **short submission** by addressing the Selection Criteria
- ☐ Your submission should include **1 digital copy which can be submitted via email as an attachment**  
Unlike all other categories, there is no need for hard copy of USB copies for this category.

**Closing date for submissions is 5:00pm, Friday 14 May 2021**

**In the interest of fairness, any submissions received after this date will not be considered**

## *Entry Eligibility and Terms and Conditions*

The Peel Chamber of Commerce & Industry Inc. Executive Board and the Collins family have determined the following terms and conditions for the Tully Collins Excellence in Service Award.

### **Prerequisites:**

- This award is for employees who have demonstrated excellence in customer service
- The employee has to be nominated by their employer
- The employee has to have worked for a minimum of 6 months with their employer

**If you require any further clarification regarding entry eligibility, the selection criteria or the terms and conditions, please contact the Peel Chamber of Commerce & Industry Inc.**

**PH: 08 9581 3693**

**E: [admin@peelcci.com.au](mailto:admin@peelcci.com.au)**

**Please check the entry checklist before submitting to ensure that you have completed your application correctly and included everything required.**



# Selection Criteria

Submissions will be evaluated on the basis of how well they address the Selection Criteria. Your submission should demonstrate how your nominated employee meets the criteria. Wherever possible, we recommend you use specific examples to illustrate your claims.

## Section 1 - Business Overview

	<b>Provide a general overview of your business, including a business name, number of full time staff employed and average number of patrons per week (200 words)</b>
<b>1a</b>	<i>Your answer should demonstrate your eligibility for the category you are entering and also set the scene for the judges. Remember, it is likely the judges have never heard of your business or are not involved in your industry.</i>

## Section 2 - Employee

	<b>Explain why you have nominated this employee (200 words)</b>
<b>2a</b>	<i>This response should include the length of time that you have employed this staff member. The work ethic of the nominated employee, as well as their level of consistency. How well they work alongside other staff, do they help their colleagues?</i>
	<b>Describe how your nominated employee demonstrates Excellence in Service (200 words)</b>
<b>2b</b>	<i>The judges want to know about how your employee has gone above and beyond to ensure patrons receive the best customer service, use specific examples. Do they have an ongoing commitment to learning/ training? Does this employee show initiative?</i>

## Section 3 - Customer Feedback

	<b>Provide a customer testimonial OR nominate a reference</b>
<b>3a</b>	<i>Customer testimonial strengthens your submission, minimum of one testimonial and a maximum of three, directly referencing the nominated employee. Alternatively, a reference can be nominated, who will be contacted to verify the nominees suitability for the award. This reference cannot be the nominating employer</i>

# Confidentiality

All nominations and submitted applications will be treated with strict confidentiality.



# *Submission Deadline*

**Your application must be completed and returned with any supporting documentation by:**

***5:00pm, Friday 9 July 2021***

## **Submit to:**

Peel Chamber of Commerce & Industry Inc.  
Mandurah Transit Station Office  
Cnr Galgoyl & Allnutt Streets

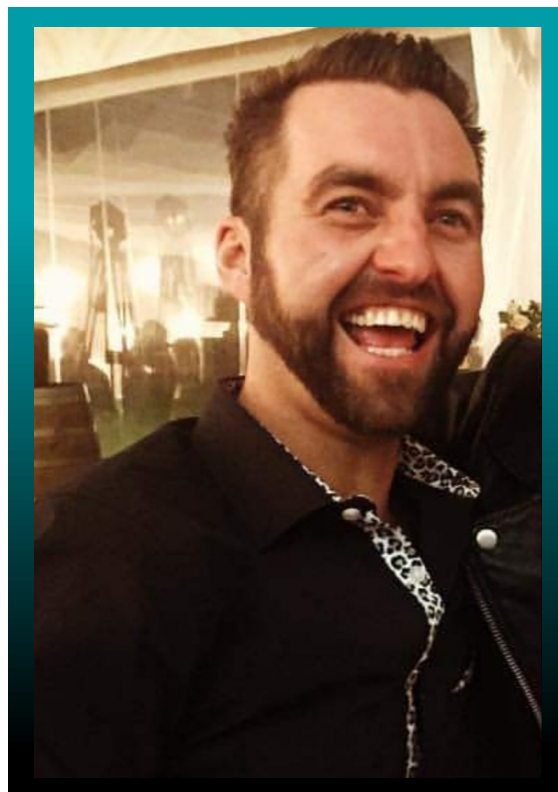
## **Post to:**

Peel Chamber of Commerce & Industry Inc.  
PO Box 574  
Mandurah WA 6210

# *Judging*

Judging is conducted by a panel selected by the Peel Chamber and the Collins Family. Judges are looking for demonstrated quality in submissions and base their decision solely on the documentation provided. Supporting material such as pictures and samples should only be included where you believe it will assist the submission.

# *In Loving Memory*



## Nomination & Entry form

Business Name: \_\_\_\_\_

Postal Address: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

- This award is for employees who have demonstrated excellence in the customer service industry
- The employee has to be nominated by their employer
- The employee has to have worked for a minimum of 6 months with their employer

**Employee Name:** \_\_\_\_\_

**1a** Provide a general overview of your business, including a business name, number of full time staff employed and average number of patrons per week (200 words)

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

## Section 2 - Employee

**2a**

**Explain why you have nominated this employee (200 words)**

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

**2b**

**Describe how your nominated employee demonstrates Excellence in Service (200 words)**

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

## Section 1 - Customer Feedback

3a

**Provide a customer testimonial OR nominate a reference**

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

## Entrants Declaration

In submitting this entry:

I/we acknowledge that the judging panel decision is final and will not be subject to any challenge

I/we acknowledge that submissions and support material will not be returned

I/we agree that any material supplied in this submission may be produced in media announcements and Peel Chamber of Commerce & Industry publications except that which is identified as confidential.

**Signature of Employer:** \_\_\_\_\_

**Entries Close 5:00pm, Friday 9 July 2021**

Forms should be returned to the Peel Chamber of Commerce & Industry Inc. by the deadline

PH: 08 9581 3693

E: [admin@peelcci.com.au](mailto:admin@peelcci.com.au)

