



How to Enter Guide

2023 Cairns Chamber of Commerce Business Excellence Awards How to Enter Guide

1. Confirm that you are [eligible](#) to apply.
2. Choose the [category](#) you are going to enter.
3. Download the Microsoft Word version of the [2023 Written Submission Questions](#).

Use this document to draft your responses to the criteria of the category that you are entering.

4. Review the [Writing and Judges Tips](#).

5. Check out our [FAQ](#) page.

Have any questions about the awards program? It is likely that the same questions have been asked in the past. Alternatively, please do not hesitate to [contact](#) the awards committee.

6. Once you are satisfied with your answers, you are ready to start your online application on [Award Force](#).

To be considered for the 2023 Business Excellence Awards, you must submit your application via the online portal.

7. Register or Login to [Award Force](#).

If you have participated in the Business Excellence Awards before, you will be able to login to your old account.

The screenshot shows the website's header with the 2023 Business Excellence Awards logo and JCU as the major sponsor. Below the header is a navigation bar with 'Home' and 'About the Business Excellence Awards'. The main content area is titled 'Cairns Chamber of Commerce Business Excellence Awards' and 'Start Here'. It includes a welcome message and three numbered steps: 1. Please register an account. If you have participated in the Business Excellence Awards before, you will be able to login to your old account. 2. Start your entry - you may save your application as you go, and return to it at a later date. 3. Submit your entry to be in the running! Below this is a 'Best of luck!' message and contact information for more information and questions. On the left side of the main content area, there is a 'Log in or register' section with a red box around it and a red arrow pointing to it. This section contains a text input field for 'Email or mobile' and a 'Continue' button.

2023 BUSINESS Excellence AWARDS
CAIRNS CHAMBER OF COMMERCE
JCU MAJOR SPONSOR

Home
About the Business Excellence Awards

Log in or register
Email or mobile
Continue

Cairns Chamber of Commerce Business Excellence Awards
Start Here
Welcome to the 2023 Cairns Chamber of Commerce Business Excellence Awards!

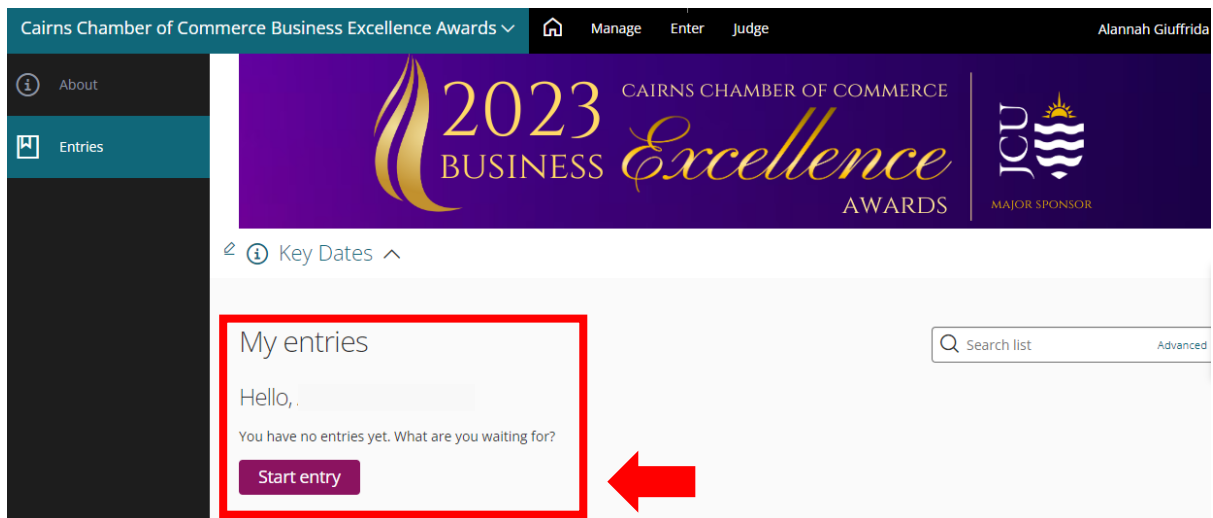
- 1 Please register an account. If you have participated in the Business Excellence Awards before, you will be able to login to your old account.
- 2 Start your entry - you may save your application as you go, and return to it at a later date.
- 3 Submit your entry to be in the running!

Best of luck!

For more information visit:
www.cairnschamber.com.au/BEXAwards

For any questions email:
bexawards@cairnschamber.com.au

8. Once logged in, click “Start Entry” to commence your application.



Please note, if you are logging into your old account, make sure you select the correct Awards program from the top left-hand corner of your screen.



9. Select Your Award Category

Start Here | Contact / Eligibility Information | Award Criteria | Marketing Information

Select Your Award Category ^

Category

Name of Business/Individual making this submission

10. Confirm Your Contact / Eligibility Information



For Businesses, this includes:

- Name of Primary Contact Person for this Application, including their email address and phone number.
- Business Trading Name - this is the name that will be used in all media, marketing and promotional materials.
- Current ABN.
- Confirmation that your business has been in operation for 12 months or more as at 1 July 2023.
- Confirmation that your business has a registered address in the Cairns Local Government Area (LGA)

For Emerging Leaders, this includes:

- Name of the Emerging Leader – this is the name that will be used in all media, marketing and promotional materials.
- Email address and phone number of Emerging Leader
- Confirmation that they are aged 18 – 35 as at 31 December 2023.

Please note, the information provided within this tab will not be viewed by the judges. This information is for the sole use of the awards committee.

11. Copy-and-paste your responses into the Award Criteria boxes provided

Customer Service Excellence (60%) 0 / 2000 words

Your response should include reference to:

- Describe and provide examples of any outstanding customer service initiatives that your business has implemented.
- Provide evidence of how these customer service initiatives have created success for your business. Include quantifiable metrics where possible.

You may wish to consider:

- How you measure customer satisfaction and identify areas for improvement.
- How you train and ensure your staff maintain your customer service standards.
- What processes you have in place to respond to customer complaints.

Your response should include reference to each of the guiding questions on the right, however you do not have to answer them in the order in which they are listed.

When formulating your response to the criteria with the highest weighting, consider: **What** do you do? **How** do you do it? **What** are your results? **How** have these results contributed to your business's success? **Why** are you exceptional?

If a sentence starts with, "*You may wish to consider*", these are simply suggestions to guide your thinking and responses. If they are not relevant to your business, you do not have to answer them.

You will notice that each criteria box has a word limit. This is not a challenge. If you feel you have already fully answered the question, there is no need to keep going. Remember – quality over quantity. Use headings, dot points, space between paragraphs and keep it simple and concise.

12. [Format](#) your responses.

- When you type or cut-and-paste your responses into Award Force, normal Word style formatting may not apply.
- Award Force uses a system called 'Markdown' for content formatting across the system.
- [CLICK HERE](#) for instructions about how to create Headings, Bold, Italics, Bullet Points, Lists and Line Space using Markdown text.

13. Complete the **Marketing Information**



Please note, the information provided within this tab will not be viewed by the judges. This information is for the sole use of the awards committee.

14. **Submit** your entry by 5.00pm AEST, Wednesday 23 August 2023.

TICK the final acceptance checkbox and CLICK "Submit entry".