

## 2023 ADIA Awards

### Service and Support

#### What does this award recognise?

This category recognises an individual who works for an ADIA member in a non-sales related area who has made an unmatched contribution through exemplary ongoing service that has resulted in high client satisfaction and increased revenue.

#### Who can enter this award?

Open to all people who work for an ADIA member and who:

- Meet the above conditions
- Works for the ADIA member
- Timeframe for submission between 1 July 2021 and 30 June 2022.

#### Background information

Please start your award submission with the following information:

- Name of ADIA member (a company)
- Name of the nominee
- Nominee email address
- Nominee phone number
- Nominee acknowledgment of entry

## **AWARD SUBMISSION QUESTIONS**

### **SECTION 1: OVERVIEW**

- a. Please provide a written “picture” of the nominee for the judges. Include a brief outline of the nominee’s career history, academic achievements and prior public recognition. (Maximum 30,000 characters. This question is NOT scored, but it will provide judges with important background information.)
- b. Describe the nominee’s employer and the nominee’s role. (Maximum 20,000 characters. This question is NOT scored, but it will provide judges with important background information.)

### **SECTION 2: BUSINESS ACHIEVEMENTS**

- a. Describe how and why the nominee is an integral member of the team, emphasising the after-sales product and service they offer. (Maximum 30,000 characters. How much is this answer worth? 15%.)
- b. Quantify the impact that this nominee has had on your business operations, sales and customer satisfaction. Include data that shows the lasting impact the nominee has had on the way your customers see and engage with your organisation. This is best achieved by providing year on year data. (Maximum 30,000 characters. How much is this answer worth? 15%.)
- c. In support of your response for the previous question, outline the three most outstanding after-sales or support achievements or initiatives from the past three years for which the nominee was personally responsible. (Maximum 30,000 characters. How much is this answer worth? 15%.)
- d. Provide three customer testimonials in support of the claims you have made. (Maximum – three uploads of letters from customers. How much is this answer worth? 15%.)

### **SECTION 3: RESILIENCE and PERSONAL DEVELOPMENT**

- a. What are the three most significant career-related obstacles or challenges the nominee had to overcome in the past three years? (Maximum 20,000 characters. How much is this answer worth? 10%.)
- b. What did the nominee learn from these challenges, and how have they used this knowledge to improve business outcomes for your organisation? (Maximum 20,000 characters. How much is this answer worth? 10%.)
- c. Outline the steps the nominee has taken between 1 July 2021 and 1 July 2022 to improve their work-related knowledge and / or industry opportunities. The response should include all training and development actions. (Maximum 20,000 characters. How much is this answer worth? 10%.)
- d. Provide three examples of how the nominee has motivated and inspired others within the work arena in recent years. (Maximum 20,000 characters. How much is this answer worth? 10%.)

### **SECTION 4: SUPPORTING DOCUMENTS**

When making your submission, please ensure you provide the following:

- a. A company logo and individual profile picture of the nominee. Files must be in high-resolution jpeg format. Please ensure the logo is appropriate for a white background (send to [events@adia.org.au](mailto:events@adia.org.au) with subject line: '<entrant name> profile pic and <company name> logo for Service and Support Award Submission')
- b. Please provide a 100-word bio of your company

Submissions with missing items from section 4 will not be accepted.