# **Best Customer Service - SME Customers**

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**Any successful business offers exceptional customer service. That’s not just about being nice, it’s about dealing with problems, fixing and finding solutions and keeping your customer informed and happy. If you believe that your customer service is second to none, then you should enter this highly sought-after accolade.**

Please take no more than 1000 words to explain how you look after your customers. Judges will be looking for:

1. Customer service achievements in the last 12 months.
2. Innovations and initiatives you have implemented to help customers.
3. Impacts of customer service for you as a company.
4. Use of technology.
5. What process(es) you have in place?
6. How you handle complaints?
7. Level of complaints.
8. Any external accreditations you have for customer service?
9. Customer churn and/or renewal rate?
10. What channels you use for customer service?
11. How you train staff to help customers?
12. Customer examples where you have gone the extra mile.

Please note that numbers, stats and customer examples make a difference!

Please send your answer in a Word document to Bruna Pinhoni at Bruna.p@energylivenews.com.

All entries must adhere to the following guidelines:

1. Entries need to be in by 5 p.m. September 23rd.
2. There is a minimum score requirement to be shortlisted on all awards.
3. The top ten scoring consultancies above the minimum score requirement will make up the shortlist for an award. The shortlists will be announced week commencing October 28th.
4. Please note the word limits on all entries. Any entries over the limit will be truncated.
5. You may use up to 3 pictures or web links in your entries.
6. Judges’ decisions are final and binding; and no discussions or correspondence will be entered into relating to any of their decisions.
7. ELN may contact industry players and bodies to ensure the validity of the TPI's claims.
8. If you are shortlisted for one or a number of awards, you will receive two free tickets for the TELCA Awards Ceremony. Additional tickets are £400 ex VAT each.