



## Gold Star Service Excellence Questionnaire

Business / team being nominated: \_\_\_\_\_

Contact Phone: \_\_\_\_\_ Email: \_\_\_\_\_

What is your commitment to service? What do you feel makes your business stand out?

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Does management welcome input from staff on ways to improve quality of service?

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How do you promote a team environment? How do you maintain a below average voluntary staff turnover?

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Do you involve your employees in goal setting? How do you promote good communication within your business?

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Do you have an incentives program for staff? How do you reward or recognize above average job performance?

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Do you encourage or offer ongoing education and training to staff? What type of training? Speakers, training, workshops, meetings

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How do you maintain a positive work environment? How does this affect your service?

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Have you received any awards, commendations or other recognition that support this accreditation? From who?

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Applications can be submitted to:

The Lloydminster Chamber of Commerce  
4419 - 52 Ave., Lloydminster, AB T9V 0Y8  
p: 780 875 9013 f: 780 875 0755

I have read the information above and agree it to be a true representation of our team or organization.

Signed: \_\_\_\_\_ Manager/ Owner