



## CRITERIA & INFORMATION

The Lloydminster Chamber of Commerce is pleased to announce a dynamic new program saluting innovative workplace development leading to employee and customer satisfaction. This award is special, as it recognizes a high quality team that goes above and beyond to serve the community, customer/ client and employee; recognizing all are key elements of success.

### Purpose

This honour recognizes business teams of one employee and larger who understand that enhancing the satisfaction of their team ultimately leads to achieving customer satisfaction. These individuals, or teams, enjoy an advantage over their competitors. This strength will allow them to maintain high levels of customer and employee loyalty.

### Eligibility

**The awards are open to any active member of the Chamber of Commerce, regardless of size.** The recipient has an excellent workplace culture, whether you are an employee or a customer. Their service is hospitable, and has a "family" feel, and employees truly believe they have "jobs for life". Small organizations are as attractive as larger competitors to receive the **Gold Star Service Excellence** accreditation.

### Criteria

The criteria on the following page have been set out as a guideline for a business/ team/ individual to follow to show how they are providing Gold Star Service, and they would like to be recognized and accredited by the Chamber of Commerce. The purpose is to encourage businesses to look internally, examining and celebrating their best practices, as well as identifying where they may make improvements. Please respond to as many criteria as possible, explaining how you, your business, or team accomplishes each goal.

### Selection

Recipients will be selected by a Committee of the Chamber of Commerce Board, which will review nominations based on the above criteria and its presentation. The award is granted on a 2 year basis, at the end of which businesses are encouraged to re-apply.

### The Accreditation

Recipients will be awarded quarterly at the Chamber of Commerce Business Mixers in March, June, September, and December. Each quarterly recipient will receive a wall plaque and a vehicle logo showing the community they are a **Gold Star Service Excellence** business, and will be entered in a draw to receive prizes from our sponsors.

The Following Information Must Be Included:

**Basic Information.** (Nominee's name, title, company, and contact information)

**Completeness and conciseness of information provided.** (Will someone unfamiliar with your organization, the initiative, the results, and best practices fully understand what you have accomplished?)

[Accreditation Application Form](#)

**Self Application can be submitted to:**

**Lloydminster Chamber of Commerce,  
4419 - 52 Ave., Lloydminster, AB T9V 0Y8, or Fax to 780-875-0755. Phone 780-875 9013**