

•• CUSTOMER SERVICE EXCELLENCE AWARD ENTRY FORM ••

THE 1ST ANNUAL PARKING TODAY AWARDS

Parking Today Media is pleased to announce the first annual Parking Today Awards program to recognize outstanding achievements in the parking industry. This program provides an opportunity to promote our industry and the impressive work of our community members.

CUSTOMER SERVICE EXCELLENCE - CORPORATE/PROFESSIONAL

Recognizes a parking organization for outstanding customer service

This award is presented to a parking organization that has integrated exceptional customer service into its core operations in a way that enhances its overall product or service offerings or the parking experience.

The criteria:

The entry should include details of:

- Nature of parking operation: public, private, free, charged, retail, commuter, etc
- Type of customer: shopper, commuter, contract, business traveler, etc
- Nature of service provided: park & ride, valet parking, call center booking etc
- Innovative ideas and services
- Details of staff training undertaken
- Tangible feedback from customers and/or clients (surveys, awards, testimonials, external audits, etc)
- Mystery shopping exercises conducted on own, comparable or rival services
- Quantifiable proof of improvements to the service/business (evidence of success in attracting more customers and repeat business)
- Examples of marketing literature, customer charters, etc

Please supply:

- Images
- Customer and client feedback/testimonials
- Studies, surveys or data supporting the claimed achievements
- Press cuttings/Links to websites

Important Dates:

- **DEADLINE - January 11, 2019**
- Award presented during Parking Industry Expo 2019
- Awards Luncheon - Tuesday, March 12, 2019

Parking Industry Expo 

MARCH 11-14, 2019
HYATT REGENCY O'HARE, ROSEMONT, IL USA

CONTACT INFORMATION

First Name _____ Last Name _____ Title _____

Organization / Company _____ Type _____

Address _____ City _____ State or Province _____

Postal Code _____ Country _____ Email _____

Phone Number _____ Contact Cell Number _____ Fax Number _____

Project Name _____ Project Location _____

Address _____ City _____ State or Province _____

Postal Code _____ Country _____ Email _____