AWARDS FOR EXCELLENCE
Benefiting the BBB Education Foundation

2009 AWARDS FOR EXCELLENCE APPLICATION

HOW TO APPLY…

Eligibility
All applicants must be current accredited businesses of the BBB of Metropolitan Houston.

Criteria and Judging
- No Entry Fee required!
- Entrants must provide typewritten responses to ten questions, with no response to any question exceeding 300 words.
- Include contact information for six references, three customers and three suppliers.
- A panel of independent judges will evaluate the applications and select the Winners of Distinction in each business category for extended review.
- From the “Winners of Distinction,” an additional award may be presented to one company chosen as the “Pinnacle” winner in that business category. ALL winners will be honored at a luncheon on Wednesday, May 6, 2009, at the InterContinental Hotel. Luncheon tickets are $80 for members.
- A portion of the funds raised supports the BBB Education Foundation consumer education programs.
- No BBB staff or Board members are involved in the selection of the winners.

HOW TO SUBMIT…

Step 1: Include the following contact information on a cover sheet:
- Contact Name
- Company Name
- Address
- Phone
- Fax
- E-mail Address
- Type of Business

Step 2: Answer the ten entry questions below.

Step 3: Provide the names, company names (if applicable), telephone numbers and email address of three customers and three suppliers (if available).

Step 4: Provide examples of what sets you apart.

Step 5: Complete the Compliance Statement

Deadline for Applications… February 13, 2009 by 4 p.m.

Mail, fax or e-mail your entry to:
Better Business Bureau Awards for Excellence, 1333 West Loop South, Suite 1200, Houston, TX 77027
Fax: (713) 341-6192, E-mail: awards@bbbhou.org

Questions? Contact Candice Twyman at (713) 341-6141 or ctwyman@bbbhou.org
ENTRY FORM

Contact Name:
Company Name:
Address:
Phone:    Fax:    E-mail Address:

Type of Business (as detailed as possible):

ENTRY FORM QUESTIONS

1. Describe in detail what your business does and who your clientele is.
2. Provide at least two examples of situations in which your company put the customer’s interest ahead of its own, even if it resulted in absorbing a loss or foregoing profits. Please do not include examples of expected warranties and normal service issues in your line of business.
3. Describe what formal or informal employee training is given and the company policies that are in place that set the stage for establishing a long lasting relationship between your company and your customers. Describe how you solicit business and how you follow up after the sale is completed.
4. Describe any activities or programs in which your firm’s principals or employees have been involved that resulted in the betterment of your industry, community or charitable project.
5. Describe how your company, in your marketing and selling practices, advises your customers regarding what they can expect in terms of customer satisfaction, fair pricing, timeliness, etc.
6. How does your business accept compliments or complaints and is there an assigned staff person to contact the consumer?
7. What efforts are you making to promote ethical business practices in your industry?
8. List and describe any recognition or accolades your company has received from your industry.
9. What makes you unique from others in your industry?
10. Describe in 100 words or less why your company deserves this award.

Please attach examples to the Entry Form of what sets you apart. Send all materials to the Better Business Bureau by February 13, 2009

Compliance Statement:
I understand that by signing this application I certify our compliance with federal, state and local laws and regulations governing our business or industry. Any misstatement of material fact may justify recession of the award. We agree to abide by the BBB guidelines for referencing the BBB Awards for Excellence in any advertisement or public announcement. All submitted entries become property of the BBB and cannot be returned.

Name (Please Print)__________________________________    Title_____________________________

Signature___________________________________________    Date_____________________________

The Better Business Bureau Education Foundation is a charitable non-profit organization that informs, educates and advocates on behalf of consumer and helps combat unethical business practices and provides protection from fraudulent schemes.