



## **Pinnacle Award for Above & Beyond**

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### **GOAL**

The purpose of the Pinnacle Award for Service "Above & Beyond" is to recognize and promote service excellence in the commercial real estate industry. It is about providing a service to a customer that was unexpected, extraordinary, unnecessary, surprising, caring and perhaps even entertaining and outrageous. This performance of service "Above & Beyond" could have come about as a result of a mistake made and then corrected, or it may have been an opportunity seized to show how far the company would go to exceed a client's expectations.

### **ELIGIBILITY AND JUDGING**

The company must have won at the local level to proceed to the BOMA Canada national competition, and must be a member in good standing of the local BOMA Association, and of BOMA Canada and International. Judging of the entry will be based on your written submission.

### **SUBMISSIONS**

Shortly after your win locally, you will receive a letter from BOMA Canada which will include the Registration Form and Fee information.

#### ***Registration Form and Fees:***

If you intend to enter the national awards, you will be asked to complete and correct (if necessary) the Registration Form that will be enclosed in your "Call for Entries" letter, and enclose the Entry Fee.

**Fee:**                **\$214.00** Canadian (\$200.00 plus \$14.00 GST-#86325 6863 RT0001)  
made payable to "**BOMA Canada**"

**June 17, 2005** Entry Notification to BOMA Canada with Fee

**July 08, 2005** All requested materials must be received at the BOMA Canada office

#### ***Materials:***

An electronic copy of your corporate logo or identity for use during the Awards presentation should accompany the written submission (as described below) and must be received in the BOMA Canada Office by the material submission deadline date above. Please provide a cover page that includes full contact details: contact person, exact company name, mailing address, phone/fax, and email.

#### ***Written Submission:***

##### ***Part A - Synopsis***

Your written submission should support the incident or customer service situation that you feel qualifies the company for recognition as going "Above & Beyond" in these days when we are all "doing more with less" and exceeding the customer service norms of just few years ago in order to remain competitive.

The written submission including the questionnaire responses should be brief (maximum five pages) and describe the circumstances that required extraordinary action, detailing resources and commitments used to meet the client's needs. Describe the benefits of the activity or service from the perspective of service, customer satisfaction, delivery, safety, moral and environmental considerations.

##### ***Part B - Questionnaire***

Please answer the following questions as they apply to your company. Each question is worth a percentage of the total score of 100 (indicated in brackets). Handwritten or typed answers are acceptable.

1. Did the company show expediency in meeting the client's need(s) by going considerably out of its way to accomplish the task at hand or perceiving the client's urgency at the time of the event? (15%)
2. Did the client perceive the service to be extraordinary and of high value? By your estimate, how much was this worth to the client? (15%)

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3. Was the client extremely impressed with the activity/service by exceeding his/her expectations? Define what your organization considers a "normal" response to this circumstance. (15%)
4. Does the organization recognize and encourage a willingness to respond to "Above & Beyond" the Call of Duty? (15%)
5. Has the client's loyalty increased client since the activity/service was provided by the nominee? (15%)
6. Was the activity or service: (10%)
  - unexpected or surprising?
  - caring?
  - extraordinary?
  - entertaining?
  - other?
7. Did the activity/service have a significant impact on the outcome of the circumstances surrounding the client? (15%)

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Dated: January 01, 2005