

# ARN Awards Nomination Form

To the best of your ability, please provide information below and submit to [ramon@airportrevenue.com](mailto:ramon@airportrevenue.com) by **December 18, 2017**. The information submitted with this form will be used by our judging panel to determine the winners of each category. Upon submission, please make sure to include an image of the nominee along with this form. When complete, please re-save the document according to the name of the nominee and the category in which it is being submitted in.

This nominee must have opened within the following time frame to qualify: October 1, 2014 to October 1, 2017.

## **Retailer with the Highest Regard For Customer Service**

Retailer, whose emphasis on and passion for premier customer service is borne out of its focus on detailed employee and product knowledge training, is experienced by the traveler thanks to the execution of its principles through all levels of onsite staff.

1. Name of retailer
2. What are some of the types of customer service and product training that you provide your staff?
3. What are some internal checks or reviews, such as secret shopping, that you conduct to ensure that customer service standards are met and what are some examples?
4. Has a store, company and/or employee garnered any awards recognizing excellence in customer service? If so, which one?
5. How do you reward great customer service by an employee?