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North Notts Food & Drink Awards

25 October 2019

**CUSTOMER SERVICE
SUPERSTAR OF THE YEAR**



North Notts Food & Drink Awards

Entry Form For **The Customer Service Superstar Of The Year**

Welcome to Made's North Notts Food & Drink Awards. By entering the awards you are helping to highlight the best North Notts has to offer, its individuals and groups, who contribute to our marvellous local cuisine scene.

Made's North Notts Food & Drinks Awards, organised by Made In North Notts, is free to enter. No administration fees or entry charges are payable in any category.

Companies and individuals based in the following areas are eligible to enter Made's North Notts Food & Drink Awards.

All of the following areas are included:

Bassetlaw
Newark & Sherwood
Mansfield
Sutton-In-Ashfield
Bawtry

Additional Distribution/Coverage Areas:

| | | |
|--------|--------|--------|
| NG14 6 | NG16 6 | DN11 9 |
| NG14 7 | DN10 4 | S43 4 |
| NG15 0 | DN10 5 | S80 6 |
| NG15 8 | DN10 6 | |
| NG15 9 | DN11 8 | |

Additional areas may be included, please see: fad.madeinn.co.uk, for any changes.

By entering these awards and signing this form, entrants are agreeing to the rules and terms and conditions in section 3. Please read these carefully.

There are three parts to this entry form. All sections must be completed for the entry to be submitted.

Section 1. Applicant details,
Section 2. Entry Questions
Section 3. Terms & Conditions
Section 4. Declaration

The closing date for entering North Notts Food & Drink Awards is midnight, 2nd August 2019.

Made's North Notts Food & Drink Awards 2019 ceremony takes place on 25th October at Worksop College. Tickets can be purchased individually on fad.madeinn.co.uk and are priced at £66 each. See the website for full details. If you become a finalist you will be expected to be present on the evening of the awards ceremony and must purchase a minimum of two tickets.

If you need any help to fill in this form please call: 01777 712609 or email: hello@madeinn.co.uk

You will receive an email confirming safe receipt of your form. If you do not receive that confirmation email within seven days of your submission, please call 01777 712609.

Section 1.

Entrant Details

Full trading name of person/
business

Date business was established

Contact name

Position

Business Address

Telephone

Mobile

Email

Website

Social media links - Facebook, Instagram, Twitter, Trip advisor

Opening times (If applicable)

Maximum covers (If applicable)

No. of employees (If applicable)

1-10

11-25

26-50

51-100

101-250

250+

The above details are correct and I give my authority for the aforementioned to be entered into
Made's North Notts Food & Drink Awards

Signature

PRINT

Date

Section 2.

Entry Questions

1.
Describe your business, ethos and priorities.

(500 words max)

2.
What sets your customer service apart from the competition?

(250 words max)

3.
What have you put in place to ensure consistency and what measures do you take to ensure customer service remains a top priority?

(250 words max)

4. (250 words max)
How are new team/staff members introduced to your customer service goals and procedures?

5. (250 words max)
Why do you think you should you win?

Section 3.

Terms & Conditions

Eligibility. Firms and entrants who meet one or more of the following criteria are eligible to enter the judged awards for Made's North Notts Food & Drinks Awards:-

Any food related person/business based within Bassetlaw, Newark, Mansfield & Sherwood (please visit fad.madeinn.co.uk for full post-code areas for entries).

There is no minimum or maximum number of award categories that any one organisation can enter. For each award please complete the appropriate awards category entry form.

Entries should be in English and all entries must be electronic and completed on the downloaded entry forms.

We are unable to accept nominations for any firms or individuals who are currently subject to any form of Corporate Voluntary Arrangement, Individual Voluntary Arrangement or bankruptcy process.

An awards category may be withdrawn if an inadequate number of eligible entries are received.

All eligible applications are assessed by the independent judging panel and a short list of finalists including the winner will be selected for each category. Where exceptional entries are received whom the judges feel deserve recognition, the judges may elect more finalists or include an entry in an additional award category.

In the event that a judge's own organisation has entered a particular award, they will withdraw from the judging panel for the judging of that particular award.

Incomplete or ineligible entries will not be judged.

Award category sponsors may enter the awards with the exception of the category that they have sponsored.

Applicants must be authorised to enter their organisation into the awards programme or accept a nomination.

All judged entries will be acknowledged upon receipt. Entry forms will become the property of Made In North Notts, for the use of Made's North Notts Food & Drink Awards solely, and entries will not be returned.

Judges and Made In North Notts reserve the right to audit any entry and verify information supplied to them. The organisers and judges reserve the right to reject an entry or withdraw an award from any applicant supplying false, inaccurate or misleading information within an entry or in the event of any subsequent discovery or disputes. Any decisions made will be final.

The judges' decision is final and no communication or correspondence will be entered into

before, during or after the judging and may lead to an entry being rejected or an award being withdrawn.

A judge's feedback facility is not available as standard.

Proof of sending entry or a nomination acceptance (by email) is not proof of receipt by Made In North Notts, its agents or representatives.

The closing date for judged entries for all categories and votes is 2/8/2019. Entries received after this time may be rejected and votes received after this time will not be counted. Under exceptional circumstances the judges may choose to extend the entry deadline for the judged awards categories.

The shortlisted companies for all awards categories will be announced after judging is complete. Details of this will be present on fad.madeinn.co.uk

All of the award entries will be treated in confidence, but will be shared with a select group of people for contacting and to allow for judging.

All entries must take place via this official form and sent back to: hello@madein.co.uk in PDF format. Incomplete entries will not be judged.

Companies can enter any number of categories. Sponsors can enter the awards, but are not permitted to enter the category they are sponsoring.

The finalists will be decided through a period of extensive investigation and during the judging process by Made magazine's independent judging panel. The finalists will be announced prior to the awards ceremony. The winners will be announced at the awards ceremony on 25 October.

Shortlisted finalists for all categories will be expected to attend the awards ceremony having purchased the appropriate awards ceremony tickets as agreed. This forms part of the Terms & Conditions of entering or accepting a nomination for the awards. Any finalists who do not comply with these agreed Terms & Conditions will be duly eliminated from the awards process. The only exception is where a finalist has volunteered products and services for the purposes of the awards evening AND will be fully occupied working throughout the evening at the awards ceremony.

No employee of Made shall be entitled to enter.

By registering and completing an entry for the awards you agree to the terms and conditions here.

Publicity. Details of any entrants may be used for promotional purposes. Details of the finalists (and subsequently those of the winner and runner-up or runners-up) will be made public via our promotional material, social media and via the awards' website: fad.madeinn.co.uk

There will be social media updates and details on Made In North Notts channels as well as in Made In North Notts magazines running up to, and post, the event on 25 October 2019.

A full list of sponsors can be found on our website fad.madeinn.co.uk and in our promotional materials.

Attending finalists will be presented with a certificate and will have the opportunity to participate in publicity photos for the press and social media.

Entrants agree to be available for photography or videography prior to the event for publicity photographs/videos.

Photographs and video will be taken throughout both the meeting announcing the finalists and at the awards ceremony. All photographs and video remain the property of Made In North Notts and copyright of the professional photographer and used for publicity purposes.

Applicants are responsible for making appropriate arrangements to protect any intellectual property associated with their application. Finalists and Winners may be requested to participate in pre and post event publicity.

The finalist results will be published on the Made's North Notts Food & Drink Awards website and publicly announced a number of days later.

Award winners will be announced at Made's North Notts Food & Drink Awards ceremony on 25 October 2019 at the awards ceremony at Worksop College.

Winners will receive a commemorative award presented at the awards ceremony. The list of winners and photographs will also be published on the fad.madeinn.co.uk website and the same will be publicised by Made In North Notts through a variety of media.

Booked tickets. If you are a finalist you agree to purchase a minimum of two tickets for the awards evening. Once booked, all tickets become immediately payable and are non cancellable and non refundable and without exception however, tickets are fully transferable. It remains your responsibility to arrange any such transfers and to send written confirmation to hello@madeinn.co.uk of any transfers to ensure ease of entry for the revised persons/company. All transfers must be advised to Made In North Notts no later than two weeks in advance of the awards ceremony. All rights are reserved by Made In North Notts including that of entry.

By completing and submitting an entry or accepting a nomination, you agree to all of the above Terms and Conditions in full and without exception.

Section 4.

Declaration.

Please tick where appropriate.

I confirm that I have read and agree to the terms and conditions as listed in section 3.

I authorise Nottinghamshire's Trading Standards and my local council's Environmental Health Department to disclose to the organisers and judges of Made's North Notts Food & Drink Awards any relevant significant history, complaints, or breaches of relevant Regulations or law.

I agree to participate in awards-related publicity.

Neither I nor anyone connected with my company has attempted to or will attempt to influence the organisers, judges, or promoters, or in any way bring the Awards into disrepute.

I confirm that this entry complies with the letter and the spirit of the rules and the competition.

I'm happy to receive emails relating to Made's North Notts Food & Drink Awards

By entering, I am 'opting-in' to the Awards contacts database

I agree to purchase a minimum of two tickets for the Awards Ceremony on the 25 Oct 2019 if I become a finalist.

Signature

PRINT

DATE

Thank you for entering the North Notts Food & Drink Awards. Good Luck!

Email your completed form to: hello@madeinn.co.uk

Deadline is **Midnight, 2nd August 2019.**

Receipt of your entry will be emailed directly to you once your entry form has been received.

If there are any details you require or assistance with any of the questions, terms and conditions or declarations, please call: 01777 712609