

## Repeat Applicant Questions

Below are the questions to be answered on the Application for those companies that have applied within the last 2 years.

*Please index your supporting documentation to the appropriate category or categories.*

### Category 1: Vision and Mission

- How were recommendations from the most recent Feedback Report addressed?
- What changes in your Mission and Vision, if any, have been made since your previous award?

### Category 2: Customer Service Philosophy

- Please itemize/detail your key/primary products and services. Are there changes from your last application?
- How were recommendations from the most recent Feedback Report addressed?
- What changes in your Customer Service Philosophy, if any, have been made since your previous award?

### Category 3: Customer and Market Assessment

- How were recommendations from the most recent Feedback Report addressed?
- What changes in **Customer and Market Assessment**, if any, have been made since your previous award?

### Category 4: Employee Education and Motivation

- How were recommendations from the most recent Feedback Report addressed?
- What changes in your Employee Education and Motivation, if any, have been made since your previous award?

### Category 5: Customer Service Measures

- How were recommendations from the most recent Feedback Report addressed?
- What changes in Customer Service Measures, if any, have been made since your previous award?

### Category 6: Customer Service Process(es)

- How were recommendations from the most recent Feedback Report addressed?
- What changes in Customer Service Process(es), if any, have been made since your previous award?

### **Category 7: Results and Continuous Improvement**

- How were recommendations from the most recent Feedback Report addressed?
- Please show year-over-year trends from the results data submitted in previous years.
- What changes in Results and Continuous Improvement, if any, have been made since last year?

### **Appendix of Supporting Documentation for the above categories**

This could include samples of charts, graphs, processes, reports, parts of a handbook, which show tracking and trending to support the discipline and consistency of your system(s).