



2026 Greater Shepparton Business Excellence Awards Proudly brought to you by Shepparton Club Inc. Nomination Form

The Excellence in Customer Service Awards are represented in three areas:

PROFESSIONAL SERVICES

This award recognises a professional services business that has gone above and beyond to provide exceptional customer service and client experience. The business will have demonstrated a strong customer-first approach, personalised service, and a commitment to exceeding client expectations.

Applicants for this category can come from a variety of industries, including Financial, Insurance, Legal, IT, Accounting, Management Consulting, Scientific, Environmental, Engineering, Architectural, Marketing and Advertising Services.

Sponsored By: Greater Shepparton Business Network

RETAIL / HOSPITALITY SERVICES

This award celebrates a retail or hospitality business that delivers outstanding customer service and enhances the customer experience. They could be Eateries, Clothing, Food Outlets, Bars or Speciality Shops. The business will have demonstrated a commitment to creating welcoming environments, offering personalised service, and going the extra mile to ensure customer satisfaction. The award recognises businesses that make a lasting impression on their customers, leading to repeat business and positive community engagement.

Sponsored By: Harvey Norman Shepparton

TRADE SERVICES

This award recognises a trade-based business that consistently delivers outstanding customer service and exceeds client expectations. It celebrates businesses that prioritise clear communication, reliability, and professionalism while providing high-quality trade services. The business will demonstrate a strong commitment to customer satisfaction, building long-term relationships, and maintaining a positive reputation within the community.

Applicants for this category can come from industries that include Construction, Electrical and Plumbing services, Air Conditioning services, Landscaping and Gardening services, Mechanics, Chefs, Beauticians and Hairdressers.

Sponsored By: MB+M

*Open to businesses located within the Greater Shepparton City Council boundary only.

Please note self-nominations are NOT eligible for Excellence in Customer Service Awards.

NOMINATION ELIGIBILITY

All businesses nominated for the 2026 Greater Shepparton Business Excellence Awards Proudly brought to you by Shepparton Club Inc. must be located within the Greater Shepparton Region. If the business you are nominating is not located within the Greater Shepparton Region, please do not proceed with this nomination as unfortunately they do not meet our eligibility criteria.

For further information, please refer to our Terms and Conditions -
<https://www.gsbn.net.au/business-awards-terms-conditions>

NOMINATOR DETAILS

First Name & Surname:	
Email Address:	
Contact Phone Number:	

Which category are you nominating this business in? (Please tick).

☐	Professional Services
☐	Retail/Hospitality Services
☐	Trade Services

BUSINESS DETAILS

Please complete this section with the details of the business you are nominating.

Business Name:	
Street Address:	
Contact Phone Number:	
Email Address:	

YOUR REASON FOR NOMINATING

In this section, we invite you to describe why you believe this business should be recognised through a Business Excellence Award. Consider aspects such as notable achievements, contributions to the community, commitment to customer service, innovation, or any other qualities that distinguish this business. The more insight you provide, the better we can understand what makes this nomination truly stand out.

Which of the following does this business prioritise? (Please tick).

☐	Delivering consistent, high-quality customer service.
☐	Listening and responding to customer needs and feedback.
☐	Creating a welcoming and inclusive customer experience.
☐	Building strong, long-term customer relationships.
☐	Going above and beyond customer expectations.
☐	Timely and reliable communication.
☐	Personalised service and tailored solutions.
☐	Staff training and customer service development.
☐	Handling complaints and resolving issues efficiently.
☐	Commitment to professionalism and integrity.
☐	Other (please specify).

Please continue to the next page.

If you answered 'Other' to be above, please specify below.

In your own words, tell us why you believe this business stands out and is deserving of recognition.