

2026 GREATER SHEPPARTON
**BUSINESS
EXCELLENCE
AWARDS**

PROUDLY BROUGHT TO YOU BY

**SHEPPARTON
CLUB**

SPONSORED BY


**Harvey Norman
SHEPPARTON**


lovethedgv



2026 NOMINATION FORM **EXCELLENCE IN CUSTOMER SERVICE**

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.

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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.

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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.

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*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).

<input type="checkbox"/>	Professional Services
<input type="checkbox"/>	Retail/Hospitality Services
<input type="checkbox"/>	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).

<input type="checkbox"/>	Delivering consistent, high-quality customer service.
<input type="checkbox"/>	Listening and responding to customer needs and feedback.
<input type="checkbox"/>	Creating a welcoming and inclusive customer experience.
<input type="checkbox"/>	Building strong, long-term customer relationships.
<input type="checkbox"/>	Going above and beyond customer expectations.
<input type="checkbox"/>	Timely and reliable communication.
<input type="checkbox"/>	Personalised service and tailored solutions.
<input type="checkbox"/>	Staff training and customer service development.
<input type="checkbox"/>	Handling complaints and resolving issues efficiently.
<input type="checkbox"/>	Commitment to professionalism and integrity.
<input type="checkbox"/>	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.