



Ohio AgriBusiness Association Industry Excellence Awards Excellence in Customer Service

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Background

The OABA Industry Excellence Awards were implemented in 2017 for the purpose of honoring excellence, professionalism and achievement among OABA member companies and their employees, thereby encouraging that same excellence in others. Whether your agribusiness is grain, crop inputs, custom application or another sector of agriculture, providing excellent customer service is key to making that business successful. By recognizing those that go “above and beyond” in their service to customers, we can help define what excellent customer service looks like as we honor those whose contributions may often go unnoticed.

How To Apply

An accurate and honest evaluation of the applicant's business activities and performance is necessary to be considered for an OABA Award. All information provided in this application will be kept confidential throughout the selection process. To complete your entry, please follow these steps:

1. Answer all the questions in the application. There are questions for both the nominee and the person nominating.
2. Be as honest and forthright in your answers as possible. Personal views on providing quality customer service will be important to the selection process. When forming your answers, assume you are speaking to a non-agriculture audience. Include as much detail as possible in the space provided. Spell out all acronyms on first reference.
3. Provide two (2) letters of recommendation from customers, managers or industry leaders. Provide one (1) professional headshot of the applicant. An additional four (4) photos that strengthen the application should be included. Photo subjects may include the nominee interacting with customers, nominee in their usual work environment, facility photos, photos of the nominee and their family or other appropriate topics. Still photos only.

NOMINATION DEADLINE: Thursday, July 18, 2019

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A. GENERAL INFORMATION

Nominator: _____

Phone Number: _____ Email: _____

Nominee: _____

Position: _____

Street Address: _____

City: _____ State: _____ Zip: _____

Phone Number: _____ Email: _____

Company: _____

Street Address: _____

City: _____ State: _____ Zip: _____

BUSINESS PROFILE:

(check all that apply)

Retail crop input supplier

Fertilizer
Crop protection
Seed
Custom application
Consulting services
Computer mapping

Grain elevator

Bulk storage
Blended feed
Custom rations
Grain transportation

Other agribusiness (please describe): _____

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B. NOMINATOR:

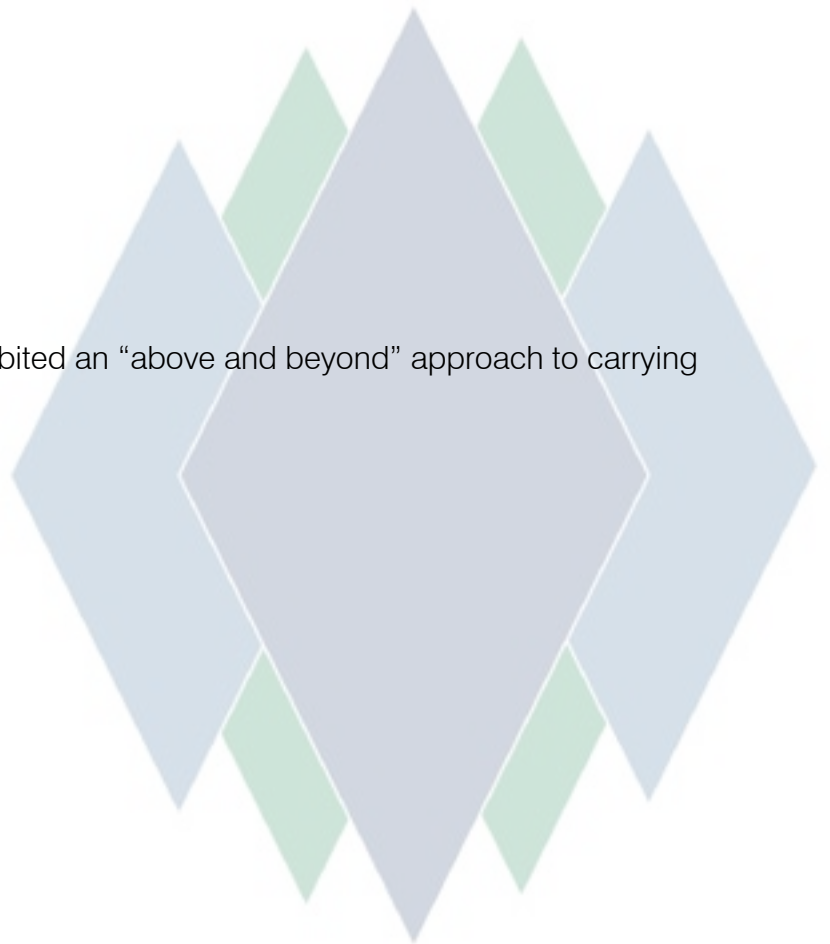
Please answer all questions to the best of your ability. If additional space is required, please attach additional sheets.

1. Description of nominee's job and everyday responsibility:

a. Does this person deal directly with farmer-customers? **YES** or **NO**

2. Describe a time when the nominee put the needs of the customer ahead of his/her own needs:

3. Share an instance where the nominee exhibited an "above and beyond" approach to carrying out their job:



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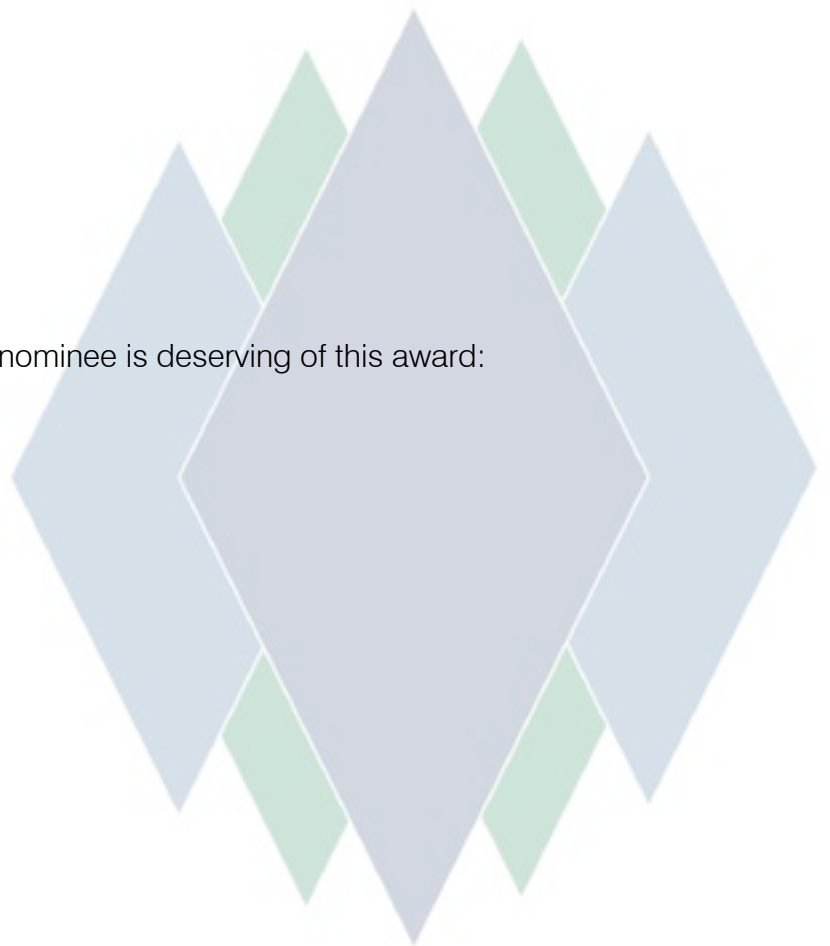
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B. NOMINATOR:

4. Describe an instance where the nominee dealt with a customer complaint or problem within the company:

5. Explain how the nominee works to actively engage and follow up with customers:

5. Share any additional thoughts on why this nominee is deserving of this award:



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C. AWARD NOMINEE

Please answer all questions to the best of your ability. If additional space is required, please attach additional sheets.

1. What is your personal philosophy regarding service to your customers?

2. What do you find most satisfying about your work in the agriculture industry?



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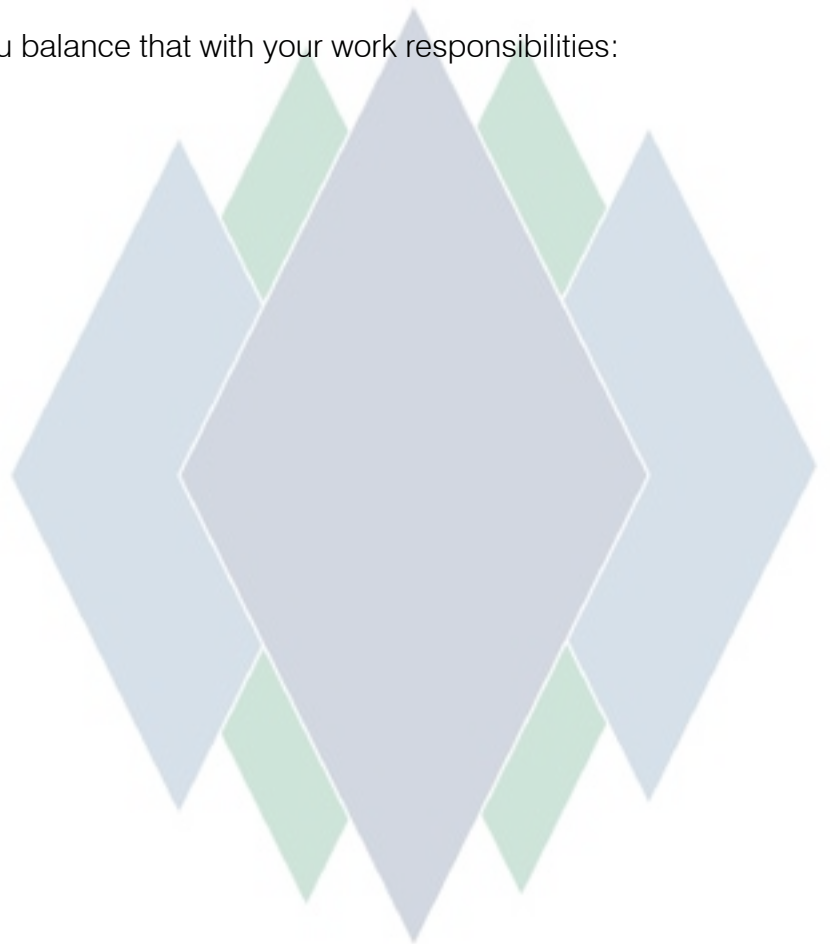
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C. AWARD NOMINEE

Please answer all questions to the best of your ability. If additional space is required, please attach additional sheets.

3. What are your goals and aspirations for your future work in agriculture?

4. Share about your personal life and how you balance that with your work responsibilities:



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D. ADDITIONAL REQUIREMENTS

1. Please include two (2) Letters of Recommendation from manager, customer and/or others in a position to attest to the nominee's qualification for this award.
2. Provide one (1) professional headshot of the applicant. An additional four (4) photos that strengthen the application should be included. Photo subjects may include the nominee interacting with customers, nominee in their usual work environment, facility photos, photos of the nominee and their family or other appropriate topics. Still photos only.

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Award winners will be notified August 2019 and recognized at the 2020 OABA Industry Conference to be held Jan. 29-31 in Columbus, Ohio.

SUBMISSION

Submit nominations to:

Ohio AgriBusiness Association
Attn. Nicole Volk
5151 Reed Road, Suite 126-C
Columbus, Ohio 43220
Email: nvolk@oaba.net

QUESTIONS?

Please contact Nicole Volk with any questions about the OABA Industry Excellence Awards.

Email: nvolk@oaba.net

Phone: 614-326-7520, ext. 4



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