



## Application Form Stella Team

To be considered as a Stella Team in your industry in the 2018 Spark Stella Awards, please complete this application form. No marks will be given for presentation. Please aim to complete the application on one page, not including supporting documents.

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### Step 1 - QUESTIONS TO COMPLETE

1. List any awards your business has received. Record the details of positive posts on Rankers, Trip Advisor, Facebook, etc. that name your business. Record positive feedback from customers. Feel free to attach copies.
  2. How do your team members greet and farewell your customers? How do your customers respond?
  3. How does your team handle difficult customers? Include an example if you have one.
  4. How does your team on-sell or up-sell your customers to your own products? And to other products/services in the region?
  5. Drawing on the knowledge you gained by participating in the 2018 Stella Awards process, what are the 3 key messages that created change in the working life of your team?
  6. Why is your team the best your industry?
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### Step 2 – SUBMIT YOUR APPLICATION

Upload your application form **by Monday, 2 July 2018**.

Questions can be directed to Julie McLeod on 021-415-231.