

AX Awards Nomination Form: Retailer with the Highest Regard for Customer Service

Please provide information below and submit to axawards@airportxnews.com **no later than Friday, October 28, 2022.**

- Nominations will **ONLY** be accepted via the process outlined using the nomination forms for each category. Nominations submitted without using the form are invalid and will not be accepted.
- Handwritten submissions, even those written using the nomination form, are invalid and will not be accepted.
- Designate if the nominee is a large or small operator. Large operators generate greater than \$70M annually from airport locations **only**. Small operators generate less than \$70M annually from airport locations **only**.
- If self-nominating, include a vector or EPS version of your logo. If you do not have a logo, please include how you would like your company to be listed.

Retailer with the Highest Regard For Customer Service

Retailer, whose emphasis on and passion for premier customer service, is borne out of its focus on detailed employee and product knowledge training, and is experienced by the traveler, thanks to the execution of its principles through all levels of onsite staff.

1. Name of retailer: _____

2. Operator size: _____

3. What are some of the types of customer service and product training that the retailer provides to its staff?

4. How does the retailer define excellent customer service? Please give examples of how that approach manifests in the airport environment.

5. How does the retailer reward great customer service by an employee?