



Application

Company Name: _____

Primary Contact Person: _____

E-mail address: _____

Mailing Address: _____

Physical Address: _____

Phone Number: _____

Type of Business: _____

Approximate Total Number of Employees:

Full Time: _____

Part-Time: _____

Seasonal: _____

Hospitality

1. Please provide a brief description of your company's customer service philosophy.

2. Describe your company's overall training/customer service program.

3. Percentage of employees that will attend Customer Service specific training: _____%

Complaint Policies

1. Please describe your current complaint/return/cancellation processes.

2. Are these policies clearly posted? Y N

If so, where?

3. Do you utilize a customer satisfaction/response form/card? Y N

4. How do customer/visitors obtain this form/card?

- A. Displayed on front desk/register
- B. Given to all customers/visitors with bill or receipt
- C. Mailed to customer/visitor
- D. Customer must request this form/card

5. Do you offer incentives to employees to encourage customers to fill out these forms/cards? Y N
If yes, please describe these incentives.

6. Do you offer incentives directly to customers to fill out these forms/cards? Y N
If yes, please describe these incentives.

7. Do you respond to visitors who offer positive feedback? Y N
Describe Policy _____

8. Do you respond to customers who offer negative feedback? Y N
Describe Policy _____

Employee Customer Service Recognition

1. Please describe how you recognize employees for exceptional service.

Please attach/include samples of newsletters, photographs of bulleting boards or plaques, or any other examples of in-house staff recognition.

2. Do you offer incentives to employees for providing exceptional service? Y N
If yes, please explain.

Community Benefits

1. Do you currently share customer service/staff training information with other companies? Y N

2. Would you be willing to do so? Y N

3. Please describe ways that your company could offer help and/or share resources with other businesses.

**Please fax your completed application to: (970) 879-2543 or
mail to: PO Box 774408, Steamboat Springs, CO 80477.
Email: angela@steamboatchamber.com. For more information,
please call (970) 875-7003 or 875-7004.**