



info@thewowawards.co.uk

+44 (0) 1438 310191

www.TheWowAwards.co.uk

WOW!



THE WOW! AWARDS GIVES US A REALLY GOOD INSIGHT INTO HOW OUR CUSTOMERS FEEL.



Which?

Lesley Morris

Member Service Quality Assurance Manager

WOW!
MEMBERS

The WOW! Awards can help you create a positive workplace culture, where service excellence becomes a part of your everyday.

We support you in building an ethos where people arrive at work, not just on time, but with their hearts and minds engaged, ready to make a positive impact.

Inspiring your people to realise their full potential and feel real pride in their achievements.

We make it easy for your customers to say 'thank you' and give you a balanced picture of the service you deliver.

With our simple programmes, we can guide you to discover the benefits and rewards of true employee engagement.

- 02** Why Choose The WOW! Awards
- 05** Overview
- 06** The Important Stuff
- 10** Evidence
- 14** Your investment

WHY CHOOSE THE WOW! AWARDS

Employee Recognition with The Personal Touch

Passionate in what we do and the service we offer

Independent endorsement; we have no owners or shareholders

Experienced people highlighting the very best of your feedback

Easy to use recognition programmes

Full support and guidance from our client relationship team

20 years Employee Engagement experience & advice

**BETTER
SERVICE
HAPPIER
CUSTOMERS**



OVERVIEW

The customer has a great experience

Make it easy for your customers to say 'thank you' with one of our simple programmes.

We can help you capture the golden moments of your service delivery, using our online Employee Recognition Platform.

Share positive feedback

Make sharing great feedback with your employees and managers effortless.

Our recognition solutions allow positive customer feedback to circulate through your business without you lifting a finger.

Recognise Employees

Celebrate your successes and take real pride in what your teams achieve for your customers.

Track progress

With our personalised Reporting Suite, you can find your top performing employees and departments, as well as produce visual dashboards.

Promote best practice

Focus on the behaviours your customers love and encourage them in the workplace.

Create a culture of service excellence

Let the benefits of employee recognition transform your business mindset.



THE IMPORTANT STUFF...

Bespoke Recognition Platform

A bespoke online recognition platform will be created for your company.

With the look and feel that will appeal to your employees, members and customers.

Easy to Use

Fast navigation and mobile compatibilities using the latest technologies.

Communication is key

We help you to communicate the great feedback to your employees and members with our customised notification systems.

Reporting & Analytics

The analytics can help you realise those who are consistently offering great customer service.

Visual dashboards and graphs help you to see the difference.

Independent Rating

At The WOW! Awards, we have experienced people who read every single nomination and give it an unbiased rating, highlighting your most outstanding feedback.

Awards

To award a member of your team with a personalised certificate has an amazing impact on the way they feel.

Celebrate

We encourage you to celebrate your achievements, however great or small.

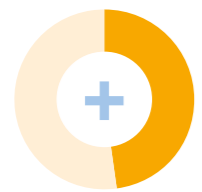
We celebrate with you too; with our annual Awards Ceremony.



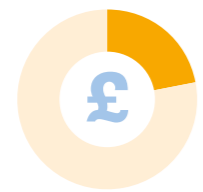
Companies with high levels of employee engagement...



are **21%** more productive



have **48%** fewer accidents



are **22%** more profitable



They experience **65%** less employee turnover



see **37%** lower absenteeism



They have **10%** higher customer satisfaction rates



and **41%** fewer product defects.





**THE WOW! AWARDS HAS HAD
A PROFOUND IMPACT.**

**YOU MOTIVATE THE TEAM,
THEY PERFORM BETTER,
THEY PROVIDE A BETTER SERVICE,
WE HAVE HAPPIER CUSTOMERS
AND THAT AFFECTS THE BOTTOM LINE.**



THE VIEW
FROM THE SHARD

Sandy Clark
Operations Director



YOUR INVESTMENT

We offer customised Employee Recognition Programmes for a wide range of businesses in both private and public sectors.

If you invest in the happiness of your employees, you will see the benefits realised in your business. Increased employee satisfaction, improved employee engagement, higher levels of employee retention and decreased absenteeism are all benefits of employee recognition, which lead to better profitability.

Your investment is based on the nature of your business and how many of your employees will be part of the programme.

Our Guarantee

We expect you to make a return on your investment within the first three months. Your investment could be as little as just 60p per employee, per month. Get in touch for a proposal.



IT INSPIRES AND ENCOURAGES EVERYONE TO PROVIDE FANTASTIC CUSTOMER EXPERIENCES EVERY DAY.



Peter Merrett

Head of Customer Experience

//

**THERE'S NO BETTER
FEELING WHEN YOU
GET FEEDBACK FROM
A CUSTOMER ABOUT
WHAT YOU HAVE
DONE WELL.**

//



Sally Ainsworth
Head of Customer Experience

