**Cat 09 – Customer Service Professional of the Year**

Customer Service Representative is an individual (administrator, coordinator, representative or manager) responsible for anticipating and responding to homebuyers' needs and concerns. They work directly with the homebuyer when problems arise to protect the Builder or Developer’s quality and integrity.

Entries will be judged on the candidate’s positive aspects and measurable work performance for the period of January 1, 2021 and December 31, 2021

**Open to self-nomination or nomination by one’s peers or supervisors**

**Category 09 requires a 15-minute personal interview on March 3**

* Interviews will be held at HBACA Offices.
* Candidates will be contacted with a specific interview time s

Please complete all fields as applicable to your entry submission

This information will be used for finalists/winners credits and for awards engraving.

|  |  |
| --- | --- |
| **Entry Number**  Example: 01-1234 |  |
|  |  |
| **Candidate Name(s)** |  |
| **Company Name** |  |
| **Candidate Title/Position** |  |
| **Candidate Email** |  |
| **Candidate Phone**  **(very important)** |  |

**ENTRANT STATEMENT**

**In 300 words or less, provide a statement outlining examples of buyer satisfaction, teamwork and work performance.**