

**2019 Pest Manager of the Year Award**

**Nomination Form**

**Category:**   [ ]  A Pest Management Firm Employing 10 or More People

 [ ]  A Pest Management Firm With Fewer than 10 People

*\*\*National Pest Manager of the Year will be selected from one of the above categories*

**Outline Business:** Number of Employees

 Gross Sales

 Areas of operation

**Name of Business:**

**ABN:**       **ACN:**

**Business Owner’s Name:**

**Address:**

**Telephone Number:**

**Email Address:**

**Please answer briefly and clearly the following questions**

| **Questions** | **Answer** | **Score** |
| --- | --- | --- |
| 1. **Demonstrated Business Systems in place**

Does your business have a documented values and/or mission statement? |       | **10** |

| 1. **Customer Relations**

What feedback, complaints and dispute handling processes are in place?Provide evidence of how these have been implemented. |       | **10** |
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| 1. **Marketing**

What promotional activities have you undertaken in the last 12 months?What community support / activities does your business engage in order to build goodwill?Describe the most successful marketing activity you have undertaken in the past 12 months.  |       | **10** |
| 1. **Employee Relations**

How does induction of new employees take place?Briefly describe your process for employing staff.What is your level of staff turnover?How does your business recognise and promote pride and workmanship? |       | **10** |
| 1. **Training**

What are you contributing to training of new people for the industry?How have your staff implemented what they have learnt through training?Do you have a training plan? |       | **10** |
| 1. **Growing the Professional Pest Management Industry**

What research have you done as to international and national future trends in the industry?Give an example of a recent business intelligence activity you have performed. What did you do, what were the results and how did you use the results? |       | **10** |
| 1. **Innovation and New Ideas**

Provide a concise description of one of your marketing innovations.How is your product/service unique or how does it differ from similar offerings in the market place. In general terms, can you describe what you do better than your competitors? |       | **10** |
| 1. **Financial Performance**

How do you measure sales performance? What mechanisms do you have in place to increase gross sales? How often and how do you review your business financial performance?What are your financial goals and are these communicated to employees? |       | **10** |
| 1. **Industry Leadership**

List all memberships your business currently holds.Outline your milestone achievements. These could include, for example, contracts you’ve won, innovations you’ve initiated, products or services you’ve developed, or awards you’ve won. What has driven your company’s success and why? |       | **10** |
| 1. **Succession Planning**

What plans have you got for succession in your business? |       | **10** |

**Submission of Entries**

Entry forms should be forwarded by COB 28th June, 2019 to the AEPMA National Office via email to info@aepma.com.au or fax 07 3268 4213.