

Dear Applicant

Congratulations! You have now taken the first step towards entering this year's Corporate Guest Services Awards – Receptionist of the Year category. All details about the competition, the full process and rules can be found below.

The Competition: The Corporate Guest Services Awards consists of various stages where your skills will be assessed by an eminent panel of judges. The whole process runs from April to June and comprises the following stages:

First Stage (to be completed by you by midnight on 16th May 2025)

You will need four items to hand before submitting your entry to the competition

- Complete this application form and ask your manager to endorse it.
- Make sure your CV is up to date.
- Have a recent photo of yourself in your corporate uniform (or usual work attire if no formal uniform).
- Make a video clip on your phone where we ask you to bring your amazing personality to life.

1. Start your application by filling in your personal details

Your name (First name and last name)

Phone

Email

Your job title

The company you are employed by

The client organisation you work for (if different from above)

I understand and agree to you holding my personal details until 26th June 2025 for the purpose of judging my entry to the competition and that the information will be deleted afterwards.

2. Answer these questions – NO MORE THAN 150 words per answer.

This is where you can highlight your achievements and ideas and give the judges an insight into your eligibility to win this prestigious award. **PLEASE NOTE: the word count of 150 per answer must be strictly adhered to and you will invalidate your entry if you do not comply with this.**

a) Introduce yourself and explain what inspired you to pursue a career in customer service.

b) Please share an experience where you were the guest and experienced exceptional customer service outside of your own place of work. Why did it stand out for you?

c) What value do you believe Corporate Receptionists bring to the organisation they represent?

d) Please share an experience where you have provided outstanding service to a guest or a caller.

e) How do you exemplify being a team player?

f) What do you do over and above your role as a receptionist that adds value to your organisation?

g) Why should you win this competition and represent corporate receptionists from across the UK?

h) Who inspires you and why?

i) Where would you like to be in your career in 3 years' time and why?

3. Ask your line manager to endorse your application

Your manager has the opportunity to add some words of support and confirm that you have been selected to be the applicant for your particular corporate organisation.

Manager's name (First and last name)

Manager's email address

Your manager completes this section

As the applicant's manager I would like to add the following words in support of this application. [150 words max]

I endorse this application and confirm acceptance of the following terms and conditions:

Terms and conditions

1. All applicants must hold a permanent contract (not be temping) and be working as a Receptionist in a corporate organisation. Placement students are not eligible to enter.
2. The applicant must have worked for that company for at least 6 months at the 10th April 2025 and not be working their notice or have otherwise indicated their intention to leave.
3. Entries are limited to just one application per corporate reception supplier. For this reason you may want to hold you own internal process first. Each application must be endorsed by the Reception Manager/Front of House Manager or Line Manager. If more than one application is received from any one organisation, then the first one received will be accepted.
4. The applicant must be working as a front-line receptionist and not a supervisor, manager or more senior member of the team. If any applicant has any questions regarding their eligibility to enter please contact us via our website.

4. Submit your endorsed application to the Corporate Guest Services Awards judging panel by 16th May 2025

Submit your endorsed application as well as upload your CV, a recent photo of yourself in your corporate uniform (or usual attire if no formal uniform). Make sure the photo is a portrait one of at least 1,000KB file size (1MB) and ideally of 3MB. Your video clip of yourself should be no longer than 45 seconds and under 100MB in file size.

***Closing date for applications is midnight on the 16th May 2025.**

Your will receive a confirmation that your application has been received.

Second stage

All applications will be scrutinised by the judging panel and a shortlist of ten applicants selected. All shortlisted applicants will be advised during week commencing 26th May 2025 and featured on the Corporate Guest Services Awards website..

Third stage (2nd June 2025)

The successful applicants will be invited to a face to face interview and to carry a short role play on w/c 2nd June 2025.

Fourth stage and Corporate Guest Services Awards Ceremony on Wednesday 25th June 2025

All ten shortlisted applicants will be invited to attend a special ceremony on Wednesday 25th June 2025, where the overall winner will be announced and the trophy presented.

Each finalist will be able to invite their manager plus up to three additional guests to join them at the ceremony.

If you should have any questions or need any further assistance, please do not hesitate to contact the Corporate Guest Services Awards Coordinators via the website at www.cgsawards.com/contact. Good luck and we look forward to receiving your application!