

Festivals & Events Ontario

FEO Service Excellence Award 2019

Recognizing industry suppliers that have gone above and beyond the call of duty to provide exceptional services to festivals and events across the Province of Ontario.



Each year, Festivals & Events Ontario recognizes industry suppliers with the prestigious Service Excellence Awards Program. FEO understands that many suppliers work tirelessly behind-the-scenes supporting festival and event organizers and play a vital part in the success of Ontario's festivals and events industry. This program celebrates the partnerships formed within the community, showcases creativity and recognizes innovation that suppliers bring to the table every day.

SERVICE EXCELLENCE AWARD RECOGNITION

Become a FEO Service Excellence Award winner in 2018 and benefit from these high profile marketing opportunities:

- Your supplier listing is guaranteed a listing in the 2018/2019 Directory of Suppliers Guide;
- You will be mentioned as an Award winner on a dedicated page in the 2018/2019 Festivals & Events in Ontario Guide and the Directory of Suppliers Guide;
- You will be invited to submit an article for the Suppliers Corner in the FEO Newsletter;
- Your listing will be tagged an Award winner on the FEO website;



ENGAGE
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- FEO promotes the Service Excellence Award winners to media outlets, OTMPC and travel writers immediately following the Awards Gala and Dinner and throughout the year;
- Each winner will be provided with a template news release to assist with individual media relations and a copy of the award logo to use on your website, news releases and other communication materials;
- Take your Service Excellence Award win everywhere you go with exclusive use of the FEO Service Excellence logo, and the ability to brand yourself as an "Award-winning Supplier".

WRITTEN STATEMENT CRITERIA/QUESTIONS

Please include a letter of reference speaking to the quality of service, reliability, dependability, professionalism, courtesy and punctuality of your performance, product or service.

For each entry, please answer the following:

- 1) Describe what services/products your company provides for the festivals and event industry.
- 2) What festivals and events have you worked with in the past 3 years?
- 3) Why do you believe you should be selected as a Service Excellence Award recipient?
- 4) Describe how you have worked with a festival/event organizers to build a strategy for performance, product or service excellence.

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Nominations
are due to FEO by
Nov. 16, 2018

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- 5) Describe how you have enhanced efficiencies that resulted in improved audience and/or customer satisfaction levels. Provide supporting data i.e. survey, customer satisfaction, new clients generated, repeat customers/festivals, etc.
- 6) Outline an initiative you have introduced to improve the skills base of your staff, attract the best people and retain those people to improve the overall quality?

CATEGORIES FOR SUBMISSION

Entertainment Awards

Festivals & Events Ontario members are invited to submit entries to nominate themselves or entertainment of outstanding quality. The nominee must be a FEO member.

Categories for the Entertainment Awards are:

- **Children's Entertainment:** Clowns, Musicians, Mascots, Characters, Specialty Performers
- **Performers:** Bands, Instrumental Groups, Dance Groups, Soloists, Original Acts, Tribute Artists
- **Entertainment Agency:** Artist Representation Companies
- **Alternative Entertainment Providers:** Amusements, Midways, Fireworks, Inflatables, Video Dance Parties, Specialty Attractions

Operational Awards

Festivals & Events Ontario members are encouraged to nominate themselves or suppliers who provided service of outstanding quality. The nominee must be a FEO member.

Categories for the Operational Awards are:

- **Administrative Service Providers:** Marketing/Sponsorship, Training, Industry Associations, Event Planners, Event/Statistic Research, Event Management Software, Insurance Providers
- **On-Site Professional Service Providers:** Security, Medical, Disability Services, Fire Prevention, Daycare/Child Services
- **Foundational Product Providers:** Fencing, Electrical, Food & Beverage, Sanitation Products, Ticketing, Wristbands, Ice & Water, Tents, Bleachers, Waste Management, Transportation (includes production trailers, shuttle buses)
- **Promotional & Specialty Product Providers:** Promotional Products, Flags, Banners, Décor, Printing, Fluorescent Products, Green Products, Ice Sculptures



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For more information, contact **Martha Cookson** at awards@festivalsandeventsontario.ca

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