



Topaz Awards

Outstanding Customer Service Score Sheet

Nominee Name: _____

Questionnaire

Questionnaire Scoring Criteria	
Questions	Score
1 – Customer Relationship	
2 – Association Involvement	
3 – Best Candidate Sharing	
4 – Google Reviews	

Questionnaire Scoring Key	
1 Poor	Meets Minimal Expectations
2 Average	Meets Average Expectations
3 Good	Meets MOST Exceptions
4 Excellent	Meets ALL Exceptions
5 Outstanding	Exceeds Expectations

Scoring Guidelines: Please read through the questionnaire form for each nominee. Please score each response on a scale of 1 to 5 with 1 being the lowest (poor) and 5 being the highest (outstanding). 20 points are possible. This will be 50% of the total score. The other 50% will be from the interview.

Please no half or partial points. Be consistent in your scoring for all nominees.

Google Reviews will be scored separately.

Total Outstanding Customer Service Scoring:

QUESTIONNAIRE	INTERVIEW
20 points possible Formula Score/0 =	30 points possible Formula Score/30 =
Sample Score 18/20 = .9	Sample Score 24/30 = .8
TOTAL SCORE	Questionnaire of .9 + Interview of .8 = 1.7