

# 2023 NZ Master Plumber of the Year



## Entry Form

### Important Entry Information

This award recognises a Master Plumbers member business that can clearly demonstrate its business acumen and drive for success. The recipient will exemplify the highest levels of professionalism and service.

Entrants will be judged across five key business areas:

- Customer service
- Marketing
- Image
- Business performance
- Personnel.

Judges will pay particular attention to how the business interacts with its customers, the marketing techniques employed to promote and grow the business, its professional image, the quality and responsiveness of employees (if any), and how successfully the business has performed during the past two years. The winner will be presented with the pounamu statuette and \$2,000 towards their business marketing plan or promotion of the business.

Finalists will be determined by the quality of the written submission. The awards selection panel may then interview a shortlist via video conferencing.

### Criteria

- Entry is open to the owner, shareholder or director of a Master Plumbers' member business
- The applicant must be or employ a Certifying practitioner who holds current authorisation with the Plumbers, Gasfitters and Drainlayers Board
- The applicant must never have had a complaint against their business upheld by the Plumbers, Gasfitters and Drainlayers Board
- The applicant must never have had a complaint against their business for bad workmanship upheld by the Master Plumbers Guarantee
- Applicants who are shortlisted for this award may be invited to attend an online interview with the judging panel.

### How to complete this form

1. Download the entry form to your desktop.
2. Type text in boxes or spaces provided within the entry form.
3. Save and return your completed form to [conference@masterplumbers.org.nz](mailto:conference@masterplumbers.org.nz)

### Closing Date

Closing date for applications is **24 February 2023**.

**Note:** By sending this form in you acknowledge you have read and agree to the Terms & Conditions of the Award



## Section 1.

### Applicant Details

Name: .....

Name of business: .....

Position held: .....

Postal address: .....

Daytime phone: ..... Mobile phone: .....

Email: .....

## Section 2.

### Please complete the following information about the entrant:

- a) List the entrant's major achievements and contributions to the plumbing industry. How has the entrant made a difference? (max 500 words)

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b) What qualities and skills does the entrant bring to the industry? (max 300 words)

### Section 3.

Outline how the entrant has contributed to the following five key areas of the business (max 300 words per point):

**1. Customer service – what added value does the entrant bring to clients?**

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**2. Marketing** – how well does the entrant market/advertise the business in the region and/or the community?

**3. Image** – describe the professional image the entrant communicates to clients on a daily basis

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**4. Business performance** – how has the entrant invested in and commercially improved the company's overall performance?

**5. Personnel** – what initiatives has the entrant undertaken to help improve the staff's knowledge and skills?

Any other comments (max 200 words)

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