



BCO CUSTOMER EXPERIENCE AWARD 2025 ENTRY FORM

CLOSING DATE FOR ENTRIES: THURSDAY 10 April 2025 @ 5PM

SECTION 1: GENERAL INFORMATION

How would you best describe your organisation? (please select one):

- Corporate Occupier
- Property Company
- Property Developer
- Investment / Asset Manager
- Property Manager
- Facilities Manager
- Service Partner
- Other (please specify): _____

1. Entry Category (please select one):

- Below 1,500 m²

- Above 1,500 m²

2. Building Name:

3. Building Address:



4. Name of Organisation Submitting Entry:

5. Primary Contact Name:

6. Position/Title:

7. Email:

8. Phone Number:

SECTION 2: ENTRY DETAILS

How would you best describe the building being entered for an award?

Select one only

- Office building
- Part of an office building e.g. a single or multiple floors
- Office campus
- Office park
- Science park
- Other e.g. mixed use building (please specify):

NB. Where mixed use buildings are being entered, the predominant use (by floor area) must be as offices.



Brief Overview of the Building (max 120 words):

10. Date of Building Occupation (must be at least 12 months before 1 February 2025):

11. Percentage of floor area currently occupied / leased as offices (must be at least 75%):

12. Occupation (please select one):

Single occupier

Multi-occupied

Company or organisation name of main occupier _____

Approximate number of occupiers _____



13. Service Partners

Please give the names and roles of up to five management organisations / service partners involved with the delivery of customer experience at the building or estate:

- 1.
- 2.
- 3.
- 4.
- 5.

SUPPORTING MATERIALS

Attachments (please tick which apply):

- Written submission (max 6 A4 pages, 12pt font)
- Photographs (max 10) highlighting customer experience initiatives
- Testimonials from occupier customers, employees, and visitors (max 2 A4 pages, 12 Pt font)
- Quantitative data (e.g. Net Promoter Score, occupier survey results) (max 2 A4 pages 12pt font)

- Video submission (optional, 3-5 minutes, informal)

DECLARATION

I confirm that the information provided in this entry form is accurate and complete to the best of my knowledge. I understand that all submissions will be evaluated according to the BCO Customer Experience Award criteria.

Name: _____

Position: _____



Date: _____

Signature: _____

SUBMISSION INSTRUCTIONS

Please submit your completed entry form and supporting documents (as outlined in the Customer Experience Award Entry Guide) by 10 April 2025 via events@bco.org.uk .

Terms and Conditions apply, as detailed in the Customer Experience Entry Guide 2025.

For any queries, please send an email to events@bco.org

PAYMENT INSTRUCTIONS

The Entry fee for the Customer Experience Award is £250 + VAT per entry.

An email with payment instructions will be sent to you upon receipt of your applications. Payment is required within 5 days of the invoice.

Thank you for your participation in the BCO Customer Experience Award 2025 and good luck with your entry!