



# Application form, process and rules

**Closing date 28th February 2019**

Dear Applicant

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

## **The Competition:**

The Corporate Receptionist of the Year competition consists of various stages where your skills will be assessed by an eminent panel of judges. The whole process runs from February to May and comprises the following stages:

### **First Stage (to be completed by you by midnight on 28th February 2019)**

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#### **You will need three 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).

## **1. Start your application by filling in your personal details**

Your name (First name and last name)

Phone

email

The company you are employed by (this may be a third party contractor or you may be employed directly by the organisation you work at)

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

- I understand and agree to you holding my personal details until 8th May 2019 for the purpose of judging my entry to the competition and that the information will be deleted afterwards.

## **2. Answer these questions**

This is where you can highlight your achievements and ideas and gives the judges an insight into your eligibility to win this prestigious award. No more than 150 words per answer please.

a) Introduce yourself and explain what inspired you to become a corporate receptionist

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

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

d) How do you use technology to enhance the experience you create for your guests?

e) How do you see the role of a corporate receptionist evolving in the future?

f) What does taking part in this competition mean to you?

g) Please share three career objectives you hope to achieve over the next five years?

### 3. Ask your 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:

1. All applicants must hold a permanent contract (not be temping) and be working as a Receptionist in a corporate organisation, whether directly for that organisation or through a third party contractor service provider. Placement students are not eligible to enter.
2. The applicant must have worked for that company for at least 6 months at the 1st January 2019 and not be working their notice or have otherwise indicated their intention to leave.
3. Entries are limited to just one application per corporate organisation and each application must be endorsed by the Reception Manager/Front of House Manager/Facilities Manager. If more than one application is received from any one organisation, then the first one received will be accepted. Please note for Receptionists working for a third party contractor, it is the ultimate client organisation that is meant here. For example, a corporate reception supplier X could have ten entries as long as each of the ten receptionists are working for a different end client.
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 [enquiries@croty.co.uk](mailto:enquiries@croty.co.uk)**

### 4. Submit your endorsed application to the Corporate Receptionist of the Year judging panel by 28th February 2019.

Submit your endorsed application as well as upload your CV and a recent photo of yourself in your corporate uniform (or usual attire if no formal uniform). **Closing date for applications is midnight on the 28th February 2019.**

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

## Second stage

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All applications will be scrutinised by the judging panel and a shortlist of ten applicants selected. All shortlisted applicants will be advised on 29th March 2019 and featured on the CROTY website.

## Third stage (April 2019)

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The successful applicants will be invited to a face to face interview and to carry out a short role play. Dates will be arranged to suit candidates and the judges during the month of **April 2019**.

## Fourth stage and Corporate Receptionist of the Year Award Ceremony on Wednesday 8th May 2019

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All ten shortlisted applicants will be invited to attend a special ceremony on Wednesday 8th May 2019, 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.

## The Prizes:

As well as the trophy and title of Corporate Receptionist of the Year, the winner will receive the following prizes:

### ★ NEW YORK!

The opportunity to cross train at up to three leading Corporate offices of their choice in New York, including flights and Hotel accommodation and meals, or in three leading Corporate offices in London, with accommodation and meals as appropriate (subject to approvals and vetting requirements)

### ★ DINNER FOR TWO!

Dinner for two at a leading Michelin-starred Restaurant in London.

### ★ LEADERSHIP DEVELOPMENT

Two full day Leadership Development Programmes

### ★ CAREER ENHANCEMENT

Full feature on the CROTY website and career enhancement exposure in the trade press

### ★ OTHER PRIZES

Other prizes to be announced in due course

If you should have any questions or need any further assistance, please do not hesitate to contact the CROTY Coordinators via the website at [enquiries@croty.co.uk](mailto:enquiries@croty.co.uk). Good luck and we look forward to receiving your application!