



ASAP Awards 2024
Thursday June 6th, 6-11pm
Wilton's Music Hall, 1 Graces Alley London E1 8JB

Client Success Champions

Client Success Champions Award criteria encompass five key areas for evaluation by the judging panel.

Client Satisfaction evaluates nominees' dedication to surpassing client expectations and delivering exceptional service and support, evidenced by positive client feedback, testimonials, and retention rates.

Innovative Solutions assesses nominees based on their implementation of inventive strategies or initiatives tailored to address specific client needs or challenges, showcasing creativity, problem-solving skills, and forward-thinking.

Business Impact measures the measurable business outcomes resulting from nominees' initiatives, such as increased revenue, enhanced profitability, improved operational efficiency, or other quantifiable achievements.

Collaboration and Communication examines nominees' proficiency in fostering productive relationships through effective collaboration and communication with both clients and internal stakeholders, emphasising trust-building and expectation management.

Leadership and Professionalism evaluates nominees' embodiment of professionalism, integrity, and leadership qualities in their interactions, serving as exemplary representatives for their organisation and the serviced apartment industry as a whole.