



E A C 2025 CUSTOMER CENTRIC AWARD

The Customer Centric Award acknowledges an office professional who gives excellent customer service and always puts customers first. This administrator does not just provide a service but provides an experience for their customers.

Please submit your entry form and supporting documents to: Jade Mthiyane | mthiyanej@mut.ac.za

Deadline: 10 September 2025 at 23h00

PORTFOLIO OF EVIDENCE REQUIREMENTS:

1. List three systems in place within your office/ unit / department that pre-empt customer queries / needs. Explain how these systems have improved your office processes and stakeholder relationships. This could be notice-boards, URLs, etc;
2. Explain and demonstrate how you put customers first and how you have gone all out to assist customers;
3. Demonstrate how your turn-around times are superior. Include emails / any acknowledgements from customers; and
4. Show through email thank you messages / letters, etc, how customers are delighted by your customer-service. Provide any other examples / notes of appreciation received over the past two years.



www.mut.ac.za/eac



mthiyanej@mut.ac.za



0607532476



MUT
MANGOSUTHU
UNIVERSITY OF TECHNOLOGY

EAC CUSTOMER CENTRIC AWARD 2025

1. PARTICULARS OF APPLICANT	
Name of applicant	
Organisation	
Position	
Number of years in current position	
Telephone number	
Cell number	
Email address	
Name and surname of Line Manager	
Email address of Line Manager	
Tel: Line Manager	

TERMS AND CONDITIONS:

1. You may enter all EAC awards;
2. Entry to the EAC Awards is free to registered delegates;
3. An entrant must be employed as an **office administrator or similar** at the time of entering;
4. The entry must be accompanied by three references one of which must be from your immediate line manager;
5. Read your completed form carefully and check for spelling errors before submitting;
6. Entry must be completed electronically. It must be clear, concise and neat. Ensure that all requested information accompanies your entry;
7. The EAC has a right not to award if entries do not meet the expected standards;
8. Examples of the entrant's work must accompany the entry form (additional support material may be requested as evidence); and
9. Entry forms should be accompanied by a short bio and a professional picture of the entrant.