

## OFF-STREET PARKING TEAM OF THE YEAR

### ENTRY CRITERIA

This merit award is open to all local authorities, private operators and to suppliers of parking systems/services to nominate a car park facility management team which has achieved demonstrable success in delivering any or all of the following criteria:

- > Positive change
- > Team leadership
- > Outstanding customer service

The parking team may be working in a paid-for town centre car park (or group of car parks), or running car parks serving destinations such as shopping centres, airports, hospitals, hotels, theme parks, etc. The team may be the entire management team, including area managers and marketing staff, or a site/town specific unit comprising a manager, supervisors, attendants, maintenance staff, cleaners,

#### THE CRITERIA:

- > The extent to which the team has created/delivered a vision for the future of their organisation and/or wider parking sector
- > Degree to which partnerships have been brought together to deliver results
- > Team building and staff development
- > Improved customer service/product
- > Consistent application of good practice
- > Excellence as representatives of the parking industry to the customer/local community
- > Examples of doing the extra things that makes for outstanding performance

#### Where appropriate the following areas should be addressed and supporting material provided:

- > Name of team manager
- > Names of key team members and job titles
- > Definition of the team's role within the parking operation/company
- > Copy of company structure
- > Details of staff training undertaken and success obtained - NVQs, MBAs etc
- > Copies of testimonials, references, press coverage
- > Evidence of awards obtained - Investors in People, Safer Parking Park Mark, company/authority award schemes etc

#### HOW TO ENTER

- > Entry is free. Please read the instructions and decide which awards you are going to enter by considering the detailed award criteria
- > Download and complete the entry form ([www.britishparkingawards.co.uk](http://www.britishparkingawards.co.uk)). If you are submitting your entry for multiple categories please fill in a separate entry form for each additional category.
- > Assemble photographs and any additional material.
- > Entries should be concise and written elements should be on A4 paper. Please provide at least one unbound copy of your entry.
- > Send your completed entry form and entry material to: **British Parking Awards 2010, Parking Review, Apollo House, 359 Kennington Lane, London SE11 5QY**