



2009 SAM AWARDS

* BUILDERS' CHOICE: PARTNER AWARDS *

Submission Guidelines

Entry Deadline: FRIDAY, NOVEMBER 13, 2009 by 4:00 PM – NO EXCEPTIONS

FEE: \$350.00/entry (+GST)

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Find Out How Satisfied Your Customers Are

PURPOSE

The Canadian Home Builders' Association (CHBA – Calgary Region) proudly administers the Builders Choice Awards, with audit supervision by Rahal, Warren & Chugh.

The annual Members Choice Awards provides you with valuable information based on “*pure responses*” from your customers. The survey covers many areas including the following: Experience with STAFF (including sales, office, and service), WARRANTY, Customer SERVICE, REFERRAL recommendation to others and OVERALL Experience.

By participating in the Builders Choice Awards, you will receive two significant advantages:

- **You know you are doing really well and want to prove it!** This is your chance to *COMPETE* against other CHBA – Calgary Region Partner Members in the same category and shine amongst your peers and potential customers.
- **Receive valuable feedback.** By participating in the award the CHBA – Calgary Region will provide you with a list of all the customers who returned a survey, as well as valuable feedback provided by your customers. Survey results will be sent in the strictest of confidence to partners by June 30, 2010.

CRITERIA

- **Partner award competition is open to CHBA – Calgary Region members who have provided products and / or services to Builder or Renovator member companies (herein referred to as the “member customer”) during the period between November 1, 2008 and October 31, 2009.**
- Competitors for SAM Partner Awards must submit information for all member customers (minimum of 5 to qualify) with whom they have conducted business for the period indicated above. Member customers listed will be verified by the Association as members in good standing.
- **Please confirm that all customers included on your customer list are in fact CHBA – Calgary Region Builder or Renovator Members. The online member directory at www.chbacalgary.com is a great, up-to-date resource to use for checking.**
- Where a partner has done business with 11 or fewer member customers during the qualifying period; the Association must receive survey responses from a minimum of 5 member customers. Should a partner carry out business with 12 or more member customers, a 50% survey response rate must be achieved.
- No more than two (2) completed surveys will be accepted from any one member customer per partner.
- Partners can only qualify for one (1) award and must select the award that best pertains to their business of operations, based on the following awards listed below:
 - ⇒ PT1 - Supplier & Installer of Products (With Showroom)
 - ⇒ PT2 - Supplier & Installer of Products (Without Showroom)
 - ⇒ PT3 - Supplier of Products (With Showroom)
 - ⇒ PT4 - Supplier of Products (Without Showroom)
 - ⇒ PT5 – Supplier of Services: Trades
 - ⇒ PT6 - Supplier of Service: Professional



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NOTE: Once you have entered a category, CHBA – Calgary Region will maintain that category for future SAM Awards, unless the Partner informs CHBA – Calgary Region that their business of operations has changed.

- Based on the number of homes the Partner has provided services or products to, surveys returned will be weighted accordingly.

NUMBER OF ENTRIES

Maximum of one (1) entry per member company for Partner Awards.

SUBMISSION REQUIREMENTS

1. Company Logo – on CD
- black & white or colour (both if available) in JPG and EPS format (must be true vector file, not converted)
NOTE: Entrants submitting for multiple awards are only required to submit their company logo once.
2. Full Payment - acceptable payment methods: MasterCard, Visa and Cheque – made payable to the Canadian Home Builders' Association - Calgary Region.
3. Master Submission Form – one (1) hard copy
NOTE: Only one copy of the Master Submission Form is required to be submitted per entry deadline.
4. Award Entry Form – one (1) hard copy and one (1) on CD
5. Customer List – one (1) printed copy and one (1) on CD (in MS Excel format)

NOTE: Please use Customer List Template, available on our website: www.samawards.com

Please use template to fill in the information requested below (in order of appearance); failure to provide this may result in additional fees incurred due to the time spent in tracking missing information, etc.:

‣ Customer (Builder/Renovator Company)	‣ Contact First Name
‣ Address	‣ Contact Last Name
‣ City	‣ Contact Title
‣ Province	‣ Phone - Work
‣ Postal Code	‣ Phone - Cell
‣ Date Serviced (must be between Nov. 1/07 – Nov. 1/08)	‣ Email Address

6. Company / Staff Image (optional) – one (1) image in hard copy and one (1) on CD

JUDGING PROCEDURES / DETAILS

- All customers are sent a survey asking them to rate their partner in a number of areas (ie. Staff, Service, Warranty, etc.).
- All entries and surveys are audited for irregularities and inconsistencies by the accounting firm of Rahal, Warren & Chugh.

NAMING / LABELING FILE DOCUMENTS, IMAGES AND PHOTOS

When naming / labeling, please provide the following information:

Award Reference ID_Company Name_Document / Image Detail

EXAMPLES using **ABC Homes** as the company:

- ⇒ PT1_ABC Homes_Entry Form
- ⇒ PT1_ABC Homes_Customer List



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GRAND SAM QUALIFIER

The Partner with the highest average score from the returned surveys wins Partner of the Year.

GENERAL CONDITIONS & INFORMATION

- Entrant must be a Canadian Home Builders' Association - Calgary Region (CHBA – Calgary Region) Member in good standing.
- Full payment must be accompanied with submission(s). Acceptable payment methods: MasterCard, Visa and Cheque – made payable to the Canadian Home Builders' Association - Calgary Region. Please include all entry fees in one payment.
- All materials submitted become the property of the CHBA – Calgary Region and will not be returned. Refer to our privacy policy online at www.chbacalgary.com or contact the CHBA – Calgary Region office to receive a hard copy.
- All entrants agree to allow any information contained in their submission(s) to be exhibited and/or published at the discretion of the CHBA – Calgary Region.
- All entries and judging forms are audited for irregularities and inconsistencies by the accounting firm of Rahal, Warren & Chugh.
- You will not be notified of missing components.

HOW TO SUBMIT ENTRIES

Follow the SUBMISSION REQUIREMENTS.

* Remember to save a copy of your submission for reference. *

Mail or Courier completed submission(s) to:

2009 SAM Awards
c/o Canadian Home Builders' Association - Calgary Region
#100 7326 10th Street NE
Calgary, AB T2E 8W1

Tel: 403.235.1911 ▪ Fax: 403.248.1272 ▪ Email: info@chbacalgary.com ▪ Web: www.samawards.com