

In Association with

Northern Bank

Principal Sponsor

BANGOR BUSINESS AWARDS 2008

Organised by



Welcome Statement



BANGOR
CHAMBER OF COMMERCE

Thursday 22nd May is the important date in the Bangor Business calendar as this is the Gala Presentation night for the 8th Annual Bangor Business Awards in association with Northern Bank. The awards are going from strength to strength with entries up each year and the number attending the Gala event ever increasing. The Gala night will once again take place at the Clandeboye Lodge Hotel and we will be joined by William Caulfield as our MC. The awards are your opportunity as a local business, to put yourself forward for recognition for the hard work and dedication that you invest in your business. There are few opportunities for local businesses to join together in a celebration of success and to see the

variety of businesses in the Bangor area. Every business should be able to find a category within the awards to enter and we would urge you to take the time to read through this brochure and select those which best appeal to you and your business.

Judging is an impartial process which is once again undertaken by Spotcheck (part of the Wholesale Retail Training Council). This is a totally independent process which is a combination of mystery shopping and expert judging panels.

Good luck with your award entry and we look forward to seeing you on Thursday 22nd May for a celebration.

Evan Ward
President, Bangor Chamber of Commerce

George Priestley OBE
Chairman, Bangor & Hollywood Town Centres Ltd



Northern Bank

Principal Sponsor

We're proud to continue our sponsorship of the Bangor Business Awards for the third consecutive year.

These awards highlight the impact of business in our local community and recognise our local entrepreneurs. Bangor has long been recognised as a thriving community with a strong base of innovative business owners and we take great pleasure in working with our customers to ensure their successful development.

Forging mutually beneficial relationships with local communities is a core focus of our business. By working closely with our local partners we can assist in the

development of their strategic aims and in turn make a tangible impact in the communities in which we work and live.

Recognition of local business allows the wider community to understand their impact and acts as motivation for the entrepreneurs of tomorrow to take the leap of faith that is starting a business.

We wish all participants in the Bangor Business Awards great success in this venture and their future development.

Katherine James
Regional General Manager

Gala Night

- When: THURSDAY 22nd MAY 2008
- Where: CLANDEBOYE LODGE HOTEL, BANGOR
- Dress code: FORMAL / BLACK TIE
- Time: DRINKS RECEPTION from 6.45pm
- What: Drinks reception, four course meal, entertainment, Awards presentation, dancing, late bar
- Band: The Housem8s
- Cost: £ 40 +vat
- TICKETS: To reserve and purchase your tickets, please contact Bangor & Holywood Town Centre Management on (028) 9147 9651



Many thanks to Green & Blacks for providing our chocolate gifts!



Many thanks to Phoenix Gas who kindly donated £500 of travel vouchers for our charity ballot

wallhangers
creative bespoke framing

Providers of the 2008 Winners and Finalists Presentations

72 high street , bangor bt20 5az 02891450944 art2wall@yahoo.co.uk

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THANKS.....

With sincere thanks to the 2008 Bangor Business Awards working group:

Evan Ward

Stephen Dunlop

John McMaster

Paula Kane

Lynne Vance

Clare McGill

Pauline Taylor

Gary Montgomery

Patricia Shepherd

Jill Beasant

Pim Dalm



Award Winners from Sammy Mellon Hyundai.

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Fuel consumption in l/100km (mpg) for Hyundai i30 1.6 CRDi: Urban 5.7 (49.6), Extra Urban 4.1 (68.9), Combined 4.7 (60.1). CO₂ emissions 125g/km.
Terms & Conditions: Figures shown are based on a non-maintenance contract hire for the bailment of goods over 36 months, assuming a maximum of 20,000 contract miles per annum. An advance payment equal to 3 monthly payments is payable followed by 35 monthly payments commencing Month Two. Package includes Road Fund Licence, Hyundai RAC Breakdown Cover and two days' relief vehicle cover in the event of a road traffic accident. Excess mileage charge is payable. For full terms and conditions please refer to the Hyundai Contract Hire Master Lease document. All quotations are subject to availability, status, acceptance and agreement and guarantees may be required. Terms are unavailable to existing customers where specific end-user terms are in place with Hyundai Motor UK Ltd. All rentals are quoted exclusive of VAT which is payable at the prevailing rate. Quotation correct at time of going to print*. Valid on all registrations until 1st April 2008. Sample quotation is given subject to there being no changes in manufacturer list price. For More Information please contact: Ivan Mellon on 028 9127 0444. Cars shown are for illustration purposes only.

Excellence in Customer Service, Independent Retailer



Excellence in Customer Service, Independent Retailer Sponsored by



BANGOR
CHAMBER OF COMMERCE

This award is open to all independently owned stores, who can demonstrate how they consistently rise successfully to this challenge by providing their customers with a first class retail experience

Our mystery shoppers will visit all entrants to experience your store as your customers do. They will report on all aspects of the customer journey from how you tempt your customers in to how you say goodbye and everything in between.

The mystery shopper will pay particular attention to –

- The initial impact of the store – e.g. window displays, special offers, general cleanliness
- How the staff interact with customers.
- What you do that goes beyond customer expectations
- How the services you provide delight the customers

Complete the Expression of Interest form and return it to

**Bangor Business Awards, C/o Spotcheck
10 Hydepark Road, Mallusk BT36 4PY**

We will send you an application form by post or on email – let us know which you prefer.

All entries are treated in the strictest confidence.

A word from the sponsor...

Bangor Chamber of Commerce plays a vital role in the business community within Bangor and as such, is delighted to sponsor the Excellence in Customer Service, Independent Retailer Award.

It is difficult for any small town to retain it's edge over other shopping destinations and Bangor is proud to have numerous

successful and varied independent retailers who have placed their faith in the development of the town.

Customer service is a vital part of any successful business and we wish all entrants the best of luck!

Best Commercial Premises

Best Commercial Premises

Sponsored by



Jermon
DEVELOPMENTS



Applications are invited from all commercial premises including retail premises and business parks.

This award aims to recognise excellence in both exterior and interior business premises in terms of visual impact, innovative design and fit for purpose.

Judges will be looking for

- Exceptional exterior and interior design, including landscaping, innovative use of materials in relation to colour, texture and light.
- Quality of fixtures and fittings.
- Clever use of space and fit for purpose
- Overall visual impact as an individual development and in relation to the surrounding environment.
- Ease of access.

You will be asked to make a written submission, which should include plans/ photographs and other supplementary information to give the judges a clear understanding of what makes you deserve a Bangor Business Award.

Entries will be judged by an industry expert who will visit your premises at an arranged time.

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A word from the sponsor...

Jermon Developments, NI Commercial Developer of the Year 2006, is a property company with expertise and experience in the office, industrial, retail and leisure sectors. Jermon Developments has enjoyed considerable growth in recent years and aims to expand its portfolio further in Northern Ireland as well as looking for further opportunities in the Republic of Ireland, Great Britain and mainland Europe. Jermon's portfolio includes a mix of investment and development properties in Belfast and in a number of major towns in Northern

Ireland, Scotland and Poland. Springhill Shopping Centre is an innovative 150,000 sq ft retail development which promises to bring new life to Northern Ireland's oldest shopping centre. The regenerated and upgraded centre will be anchored by a new Tesco store and will offer many new high-street names for the local area. Opening in Spring/ Summer 2008 the new Springhill will be a fantastic new centre for the local area and looks forward to welcoming and serving the shoppers from all over North Down and beyond.

Best Small Business



Best Small Business

Sponsored by



A chance for small independently owned businesses to show their dynamism, commitment to growth and achievement of planned objectives.

The winner of this award will be able to give evidence of the dedication and hard work which has made their business a current success and enable it to grow. Judges will be looking for a company whose growth and quality of management has enabled it to out-perform the competition.

You will be asked to provide evidence on:

- Company background
- Key growth areas
- How you manage your business
- What is unique about your business
- How you will maintain your current success.

You will be asked to complete an application form to provide evidence to support your submission and give the judges a clear understanding of what makes you deserve a Bangor Business Award.

Complete the Expression of Interest form and return it to

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A word from the sponsor...

Gillian Campbell Estates, winner of this award in 2007, take great pride in sponsoring the Best Small Business category in 2008.

Our belief has always been that local endeavour and innovation is at the heart of ensuring the success of any

progressive community.

Established in 1995, Gillian Campbell Estates, an independent family run business, believe enterprise should be recognised and wish all participants in this category continued success in the future.

Best Revamped Business

Best Revamped Business

Sponsored by



This award is designed to celebrate any business that has updated their image, brand, premises or product within the last two years.

The winner will demonstrate how they successfully managed the whole project from identifying key objectives and reaping the benefits.

The judges will require information on the following:

- How you set and achieved your objectives.
- What your project was and how it was carried out.
- The impact of the improvements on the business
- What was innovative or unique about your project.

You will be asked to complete an application form to provide evidence to support your submission and give the judges a clear understanding of what makes you deserve a Bangor Business Award.

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10 Hydepark Road, Mallusk BT36 4PY**

We will send you an application form by post or on email – let us know which you prefer.

All entries are treated in the strictest confidence.

A word from the sponsor...

Wilson Nesbitt Solicitors are delighted to renew its annual BBA sponsorship by its support for the Best Revamped Business Award. Wilson Nesbitt's own growth has only been achieved by continual reappraisal, investment in cost effective services, constant communication with its clients and meeting clients deadlines.

As Northern Ireland's largest legal practice, with over 140 partners and staff, Wilson Nesbitt is delighted to be associated with these awards in Bangor where the firm originated and where it still has its management office.

Excellence in Customer Service, Multiple retailers



Excellence in Customer Service, Multiple Retailers

Sponsored by



This award is open to all branded retail stores, with four or more branches throughout Northern Ireland, who are keen to demonstrate their excellence in customer service.

Our mystery shoppers will visit your store to experience your unique offering for themselves. They will report on all aspects of the customer journey from how you tempt your customers in to how you say goodbye.

The mystery shopper will pay particular attention to –

- The initial impact of the store – e.g. window displays, special offers
- How staff interact with customers
- What you do that goes beyond customer expectations
- How the services you provide delight the customers

Complete the Expression of Interest form and return it to

**Bangor Business Awards, C/o Spotcheck
10 Hydepark Road, Mallusk BT36 4PY**

We will send you an application form by post or on email – let us know which you prefer.

All entries are treated in the strictest confidence.

A word from the sponsor...

Grafton Recruitment is delighted to sponsor the award for Excellence in Customer Service – Multiple Retailers Sector. We applaud the Bangor Chamber of Commerce for their recognition in customer service. As Recruitment Agency of the Year, service is at the heart of Grafton's commitments to its clients and candidates in Bangor and across our network.

We are particularly pleased to sponsor this award and urge business to

recognise this contribution by nominating their businesses for this prestigious award. We thank the entrants for their efforts and wish them the best of luck.

Grafton Recruitment Bangor is here to put you first and assist you with all your staffing solutions.

So for any questions or assistance don't hesitate to contact our team in Bangor on 028 9145 4538 or alternatively email soneill@graftonrecruitment.com

Training in the Workplace Award

Training in the Workplace Award

Sponsored by



This award celebrates businesses of any size that can show significant business improvement, which has been brought through the effective and efficient training of their people.

This award is open to all businesses that can show their commitment to both enhancing employee potential, and improving business performance through training. This may have been achieved through teambuilding programmes, increased opportunities for individual development, or on going work-based training.

You will be asked for details on:

- Opportunities made available for personal development and career enhancement within the organisation
- Management practices that have been implemented to assist staff become skilled in their work, and resulted in better business performance
- The organisation's commitment and investment in training
- Why you think your company should win the Training in the Workforce award?

Complete the Expression of Interest form and return it to

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10 Hydepark Road, Mallusk BT36 4PY**

We will send you an application form by post or on email – let us know which you prefer.

All entries are treated in the strictest confidence.

A word from the sponsor...

The College is pleased to support the Bangor Business Awards by sponsoring the Training in the Workplace Award. South Eastern Regional College is an exciting new college which brings together the experience and innovation from the former East Down, Lisburn and North Down and Ards Institutes. The College has five Centres of Excellence demonstrating a high level of quality in Electronics, Manufacturing Engineering, Software Engineering, ICT and Computing and Construction & the Built

Environment.

The College offers tailored training for businesses, supports the development of SMEs, provides technology transfer and web solutions. To find out more about what the College has to offer visit our website at www.serc.ac.uk or contact the Business Support Unit in the Ards Campus on 028 9127 6695 or email janicecooke@serc.ac.uk to discuss tailored courses delivered at a time and location to suit you.

Best New Business



Best New Business

Sponsored by



This award is designed to recognise new businesses with big ambitions which have started within the last two years.

The winning business will have to show how they have successfully overcome challenges and have future plans for product or service.

You will be asked to provide information on the following:

- How you decided on your objectives and what you have achieved
- How you have identified and overcome challenges so far.
- Why what you do is unique, innovative or different
- How you will continue to grow and sustain your success.

You will be asked to complete an application form to provide evidence to support your submission and give the judges a clear understanding of what makes you deserve a Bangor Business Award.

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A word from the sponsor...

NDDO - The local enterprise agency – established in the Borough since 1984 to promote and encourage individuals to pursue the self-employment option, are delighted to be sponsors of this award.

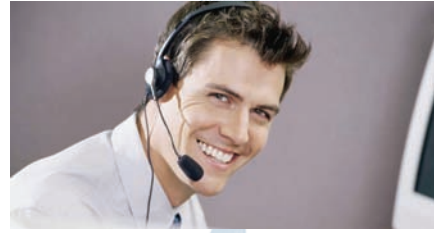
The Organisation can offer a range of services to assist with business start-up including a wide range of workspace

accommodation and business training. The Board and Management of North Down Development Organisation are pleased to have been given the opportunity to support Bangor Chamber of Commerce and Town Centre Management in providing an event which recognises and rewards the contribution made by new business.

Excellence in Customer Service

Tourism & Hospitality Sector

Sponsored by



Tourism is an important element of the local business economy, and this award is designed to celebrate any tourism business which 'goes the extra mile' to provide an excellent and memorable experience.

The winner of this category will demonstrate their sincere commitment to customer care.

Mystery shoppers will visit your business to experience your unique offering for themselves.

They will report on all aspects of the customer experience paying particular attention to;

- The initial impact of the attraction/business
- How the staff interact with customers and enhance the customer experience
- What you do that goes beyond customer expectations
- How the services and facilities you provide exceed customers needs
- How you promote the local area

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Mystery visits will be carried out between March and April 2007

All entries are treated in the strictest confidence.

A word from the sponsor...

Armagh Down Tourism Partnership is a Regional Tourism Partnership representing 630 tourism businesses in Counties Armagh & Down. We build packages for leisure and adventure activities, including golf, walking, cycling & angling and promote the region's array of cultural attractions.

Armagh & Down is also home to a wealth of talented craftspeople, excellent pubs & restaurants and of course, St. Patrick's Country – where you can follow in the footsteps of Ireland's patron saint.

The Awards Process

JUDGING: Carried out by a combination of mystery shopping, mystery telephone calls and assessment of the written submissions by a panel of independent experts (depending on the award category).

This process is totally facilitated by Spotcheck, the mystery shopping company to ensure consistency, objectivity and fairness.

Entering the Bangor Business Awards couldn't be easier!

Step 1 – Deadline 7th March

Check the criteria on each award within this brochure and decide which ones you are interested in and eligible for.

If you need any help with this phone the Spotcheck Awards Helpline 02890 845 835

- Complete the 'Expression of Interest' form on the back page of this brochure and return it to:
- Bangor Business Awards 2008
c/o Spotcheck.10 Hydepark Road, Mallusk, BT36 4PY
- EXPRESSION OF INTEREST FORMS MUST BE RETURNED BY FRIDAY
7th MARCH 2008

Step 2

Application forms will be sent to all entrants who have entered WRITTEN AWARD CATEGORIES

These are:

- Best Small Business
- Best Revamped Business
- People Development , Workplace and Community Award
- Best New Business
- Best Business Growth
- Best Website
- Environment Award
- Best Export Growth/Cross Border Award
- Employee of the Year

Step 3 March 2008

Mystery shopping visits will be conducted to entrants in the following categories.

- Customer Service Award – Independent Retailer
- Customer Service Award – Multiple Retailer
- Best Licensed Venue
- Best Bangor Eatery
- Best Commercial Premises
- Excellence in Customer Service – Tourism & Hospitality Sector
- Excellence in Customer Service – Service Sector

Step 4 30th March 2008

Deadline for the return of all written submissions: FRIDAY 28th MARCH 2008

Step 5 April 2008

Panels of independent judges will assess the written submissions and make their decisions.

Step 6 End of April 2008

Results for all categories will be collated and finalists will be notified

From now onwards!

Book your tickets for the Gala Awards Evening. Contact Town Centre Management on 028 9147 9651

SPOTcheck
the mystery shopping company



Environment Award



Environment Award

Sponsored by



This award is designed to give your company the opportunity to how being environmentally responsible can make a difference.

Judges will be looking for evidence of how your company meets its current commercial demands while operating best practise procedures to preserve the environment for future generations. This may include any new environmental policies such as waste recycling, the introduction of a no smoking policy, or any other 'green' policy which has resulted in cost reductions, profit growth or quality improvements.

You will be asked to give evidence of the following:

- The specific environmental policies which have been implemented and measurable results achieved.
- The impact and benefits these actions have brought to the company, customers and environment.
- How these actions have helped to increase public awareness of environmental issues.

You will be asked to complete an application form to provide evidence to support your submission and give the judges a clear understanding of what makes you deserve a Bangor Business Award.

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**We will send you an application form by post or on email
– let us know which you prefer.**

All entries are treated in the strictest confidence.

A word from the sponsor...

3M is a \$23 billion global technology company, creating innovative products that help make the world smarter, faster, healthier and safer.

We employ 69,000 people worldwide to deliver more than 55,000 products to customers in some 200 countries.

Our diverse technologies touch nearly every aspect of modern life, serving markets such as consumer and office, display and graphics, electronics and

communications, safety, security and protection services, healthcare, industrial and transportation.

The UK and Ireland is home to one of the largest 3M subsidiaries outside the USA, employing 3650 people across 15 locations. At our Bangor plant we use state-of-the art equipment and processes to manufacture masking tape products for world markets.

Best Website Award

Best Website Award

Sponsored by



An effective website is vital to many businesses, and using this technology to build a significant competitive or organisational advantage is the ultimate goal.

We want to hear how your successful website has led to business improvements in any area of your business and how you have encouraged both employees and customers to exploit these advantages fully.

Judges will want the details of:

- Your planned objectives for your website and how you achieved them.
- The business improvements as a result of the website.
- How you made your customers aware of your website.
- How you make sure your website is 'user-friendly'.

You will be asked to complete an application form to provide evidence to support your submission and give the judges a clear understanding of what makes you deserve a Bangor Business Award.

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A word from the sponsor...

Bank of Ireland is proud to sponsor the Best Website Award category this year.

These awards are a highly anticipated event for our local business calendar and a chance to celebrate the economic success of the Borough. They recognise the best of Bangor's business community and reward the outstanding achievements of local businesses and

the individuals within them who strive for excellence.

Bank of Ireland shares the drive and commitment for continuous improvement and the setting of new and higher standards in business. We take great pleasure in sponsoring the Best Website Award and congratulate all nominees.

Business Growth Award



Business Growth Award

Sponsored by



This award is aimed at any business – large or small, that is able to show very strong potential for future success. You will be able to demonstrate how your current achievements have led to the formulation of plans to improve and grow your business

Tell us how you have taken opportunities and expanded your markets to stay ahead of the competition.

Judges will be looking for evidence of:

- Financial and performance growth
- What challenges you have met and how you have successfully overcome these
- How you have identified significant growth areas and how you plan to exploit these

You will be asked to complete an application form to provide evidence to support your submission and give the judges a clear understanding of what makes you deserve a Bangor Business Award.

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A word from the sponsor...

Growth is a reflection of the hard work, commitment and success of a business.

SIGNAL understanding that growth issues affect businesses in different ways works with companies to address these issues on a tailored needs basis by delivering a bespoke Business Improvement Programme,

Know-How modules, Grow-How seminars and Advice sessions in addition to: one to one Business Advice, Market Research and Networking events.

SIGNAL is pleased to once again support the Bangor Business Awards by sponsoring the Best Business Growth Category

Excellence in Customer Service – Service Sector

Sponsored by



This award category is designed to give all service sector businesses the opportunity to show how they place their customer at the very centre of their business.

The winner will demonstrate their sincere commitment to customer care through their ability to use all the resources at their disposal to meet the clearly identified needs of their customers.

Mystery shoppers will visit your business to experience your unique offering and will report on all aspects of the customer experience paying particular attention to;

- The initial impact of the attraction/business
- How the staff interact with customers and enhance the customer experience
- What you do that goes beyond customer expectations
- How the services and facilities you provide exceed customers needs

You will be asked to complete an application form to provide evidence to support your submission and give the judges a clear understanding of what makes you deserve a Bangor Business Award.

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A word from the sponsor...

J Hatty & Co is delighted to continue our involvement as a sponsor for the Bangor Business Awards.

We started business in Bangor in 1974 and our development and growth over the years in undoubtedly linked to the growth of the business community in

the Bangor area. We have now three offices, Bangor as head office, Armagh and Portadown and as the founding member of the Province wide Alliance of insurance brokers we are represented all across the Province.

Best Bangor Eatery Award



Best Bangor Eatery Award

Sponsored by



Eating out is a popular activity in Bangor, whether it is fine dining, family good value, quick and delicious fast food or a really great cup of coffee.

The wide range of eating establishments plays a vital role in the local economy both in terms of employment and providing an important service.

This award gives these businesses a chance to show how they set the standards for others in the provision of quality service, food and drink to the public.

If you are a Bangor restaurant, hotel, bistro, café or take away that wants to be recognised for your fine contribution to the food-loving Bangor public then this is the award for you to enter.

This award is judged by mystery diners who will visit your business to sample your unique offering for themselves. They will report on all aspects of the customer experience, in particular they will be looking at:

- The atmosphere and ambiance created in the establishment
- Standards of housekeeping and hygiene
- The focus on service excellence
- The quality and variety of food

You will be asked to complete an application form to provide evidence to support your submission and give the judges a clear understanding of what makes you deserve a Bangor Business Award.

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A word from the sponsor...

Bangor town centre and its surrounding suburbs, now hosts a superb range of restaurants, cafes, hot food carryouts and licensed premises serving an eclectic mix of cuisine. The offer to Bangor's residents has never been so great.

businesses make in attracting visitors and residents into the town and are delighted to sponsor the Best Bangor Eatery Award.

Good luck to all that enter this demanding and highly competitive award!

Bangor & Hollywood Town Centres Ltd support the effort that this group of

Best Licensed Venue

Best Licensed Venue

Sponsored by



This award is designed to attract applications from licensed premises that place safety and the well being of their customers at the very heart of their business

The winner will uphold "best practice" standards in all aspects of the business setting as example to others in the industry.

This category will be judged by mystery shoppers who will pay particular attention to the following criteria

- Impact of Exterior
- Décor and Layout of the Interior
- Ambience of the Premises
- Customer Care
- Evidence of appropriately trained staff
- Services
- Range of Products Available
- Hygiene & Cleanliness
- Entertainment
- Appropriate Levels of Security

Complete the Expression of Interest form and return it to

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**We will send you an application form by post or on email
– let us know which you prefer.**

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A word from the sponsor...

The North Down Community Safety Partnership is funded by the Northern Ireland Office, Community Safety Unit and assisted by North Down Borough Council. It is focused on creating a safer environment for all of North Down's citizens and achieves this by creating partnerships with other agencies and community based groups. Once strategies are developed the NDCSP can offer partnership funding to help creating change within society. This is the second time that the NDCSP has offered sponsorship in this manner but does so in the spirit of seeking to plant the seed of change within Bangor's evening economy whereby publicans and those engaged in the sale of alcohol will be aware

of the impact their industry has on the broader community and to their customers. As is always the case it is the small minority of troublesome individuals that the greater majority must legislate for to protect and reduce harm. Licensees can play a very significant role in making the evening safe for everyone. 2007 saw the introduction of a "Code of Practice" for licensed premises in North Down. Numerous premises have taken steps in this direction and this award goes to the premises that shows most promise and sets the trend for the future. NDCSPs promotion of good practice amongst a range of stakeholders in our town centres is only one of its aims in,

"Making North Down a Safer Place to Live, Work and Relax".

Export Growth / Cross Border Trade Award



Export Growth / Cross Border Trade Award
Sponsored by



This category is open to all businesses who are successfully trading with ROI, UK and beyond.

The winner will clearly demonstrate their experiences in planning and managing and sustaining business activities outside Northern Ireland.

The judges will be looking for evidence of

- How you identified and targeted your export market
- How you overcame any obstacles you encountered
- How you monitor and plan to expand your sales and market share performance

You will be asked to complete an application form to provide evidence to support your submission and give the judges a clear understanding of what makes you deserve a Bangor Business Award.

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A word from the sponsor...

First Trust Bank is once again delighted to be involved with the Bangor Business Awards and in particular to sponsor this year's Export Growth / Cross Border Trade category.

First Trust Bank has a long-standing commitment to assisting its business clients who have a strong export focus. The Bank operates a dedicated Treasury function, which advises, on the areas of export and trade financing. Locally the

Bangor branch's experienced lending team can also assist with cash flow funding.

This assistance will undoubtedly help to raise the profile of our exporters throughout the world while at the same time help to grow and develop our local economy.

Contact: Mr Iain Gibson, 0845 0141 200

Employee of the year Award

ENTRY TO THIS AWARD IS BY NOMINATION

Employee of the year Award

Sponsored by



People are your biggest expense – and your biggest asset – is there someone in your business who is worth more than their weight in gold?

This category aims to reward any employee who consistently makes a difference to his/her company – whether through fantastic customer service, great ideas that have brought measurable benefits or by going the extra mile for customers, colleagues, and clients.

Key characteristics might be their ability to make sure the business is running smoothly, high levels of professionalism and consistently meeting high standards of business excellence and setting an example to others.

Here is your chance to nominate someone who merits this accolade and give them the recognition they deserve. Nominees should have been in their current role for at least one year.

To nominate your 'Employee of the Year' please complete Expression of Interest form and return it to:

**Bangor Business Awards, C/o Spotcheck
10 Hydepark Road, Mallusk BT36 4PY**

**We will send you an application form by post or on email
– let us know which you prefer.**

All entries are treated in the strictest confidence.

A word from the sponsor...

AXA Direct is delighted to sponsor the Employee of the Year Category for the 2008 Bangor Business Awards.

As part of an organisation with over 117,000 employees worldwide, we understand the contribution that

motivated and effective staff make to the success of our business.

We believe that staff recognition is key to developing this culture and would urge other employers to develop and invest in this area.

Commitment to the Bangor Business Community Award

ENTRY TO THIS AWARD IS BY NOMINATION



Commitment to the Bangor Business Community Award

Sponsored by

Northern Bank

We are very proud of our strong Business Community in Bangor and there are many people who work tirelessly to promote and maintain the local business economy.

This award is designed to give us a chance to reward and recognise the significant contribution an individual has made over the years to the success of business organisations and support networks.

The winner may be a well known local business person, or be someone who works diligently in the background.

Here is your chance to nominate someone who merits this accolade and give him or her the recognition they deserve

Enter your nomination on the Expression of Interest form and return it to

**Bangor Business Awards, C/o Spotcheck
10 Hydepark Road, Mallusk BT36 4PY**

**We will send you an application form by post or on email
– let us know which you prefer.**

All entries are treated in the strictest confidence.

A word from the sponsor...

At Northern Bank we understand the evolving and dynamic local market environment in which Northern Ireland businesses operate. Managing cash flow is at the heart of every business however big or small. Together with our state of the art technology, our expertise and Cash Management solutions will help local businesses of all sizes in achieving success.

We are committed to supporting local businesses to help them manage, shake up and get ahead of the competition – and our regional management structure means that decisions are based on local knowledge and can be made quickly and effectively.

This award is an opportunity to recognise those individuals that actively participate in their local areas and display a commitment to Bangor that goes beyond the realm of normal commercial practice.

Northern Bank would like to wish the best of luck to all the entrants in this category.

Contact Senior Branch Manager
David Croft on tel: 028 9004 8733

Expression of Interest Form

Contact Name:

Organisation:

Address:

.....

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Postcode:

Telephone:

Customer Service Based Categories

Entrants will be visited by a Spotcheck mystery shopper.

- Customer Service - Independent Sector
- Customer Service - Multiple Sector
- Best Licensed Venue
- Best Bangor Eatery
- Best Commercial Premises
- Excellence In Customer Service - Service & Tourism Sector
- Excellence In Customer Service - Service Sector

Paper Based Categories

Entrants will be required to complete an application form.

Please indicate how you would like to receive your application form:

- By post to the above address
- By E-Mail to

-
- Best Small Business
 - Best Revamped Business
 - Training in the Workplace Award
 - Best New Business
 - Business Growth
 - Best Website
 - Environment Award
 - Export Growth / Cross Border Award

My nomination for the Employee of the Year Award is:

.....
My nomination for Commitment to Bangor Business Community Award is:

.....
Signed By: Date:

Northern Bank

