

**ENDORSED SERVICE PROVIDER APPLICATION FORM**

Please fax back this form to signify your application request to become an endorsed service provider. A KiwiHost representative will call you shortly to discuss your application. Should your application be successful, an invoice for the full amount will be sent.

ORGANISATION NAME	
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INVOICING ADDRESS	
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CONTACT DETAILS	Person Applying: _____
	Job Title: _____
	Email Address: _____
	Phone: _____ Fax: _____

ORGANISATION TRAINING LEVEL	Total Staff		Total Frontline Staff	
	No. KiwiHost trained		No. KiwiHost trained	

REQUESTED ENDORSEMENT	Blue Level (\$395) <input type="checkbox"/>	Silver Level (\$595) <input type="checkbox"/>	Gold Level (\$995) <input type="checkbox"/>
	No. Branches <input type="text"/>	No. Branches <input type="text"/>	No. Branches <input type="text"/>

CHARGES (For KiwiHost Head Office Only)	Minimum Training Fee:		\$
	Endorsement Fees:		
	Blue Level	\$395 Head Office; \$95 per branch	\$
	Silver Level	\$595 Head Office; \$95 per branch	\$
	Gold Level	\$995 Head Office; \$95 per branch	\$
	Total Charge:		\$

TERMS	Terms of Application:
	1. If this is your first application or have not held a Blue level within the last 12 months, you must apply for the Blue level endorsement.
	2. You must pay for a 'Head Office' endorsement fee. Additional branch costs are not compulsory; and are only necessary if additional plaques required
	3. In order to receive a level of endorsement, the following levels of customer facing staff must have been trained by KiwiHost in customer service within the last 3 years: Blue Level: 75% Silver Level: 75% Gold Level: 100%
	4. In order to move to a higher level of endorsement your organisation must have held the lower level endorsement for a minimum of 12 months (or 24 months to move to Gold Level).
	5. Gold Level requires a refresher workshop to be conducted within the last 12 months; and all new staff must complete a KiwiHost customer service workshop within 3 months of being employed. At least one manager must attend the Managing Service workshop.
	6. At all times the endorsement plaque remains the property of KiwiHost
	7. KiwiHost has the right to periodically audit endorsed service providers to ensure they continue to meet the highest of service standards
	8. Complaints to KiwiHost about service standards of an endorsed service provider could result in the endorsement being revoked
	9. If service levels drop, this could result in the endorsement being revoked
10. Any discounts received by becoming endorsed are subject to change	

AUTHORISED BY:		DATE:	
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THANK YOU FOR YOUR APPLICATION