CESSNOCK BUSINESS CHAMBER

CUSTOMER SERVICE AWARDS 2027



PARTNERSHIP PROPOSAL

The commitment of the Cessnock Business Chamber to promoting excellence in customer service remains steadfast, as demonstrated by the ongoing development and advocacy of the Cessnock Customer Service Awards.

Upholding high standards in Customer Service is crucial for sustained business growth and progress throughout the Cessnock area. The 2026 Awards underscored the enthusiasm of the Cessnock community in recognising and rewarding outstanding customer service. These accolades were prominently featured across various platforms, including the Cessnock Business Chamber website, in-store posters and flyers, as well as on social media platforms such as Facebook and Instagram.

In 2026, the Customer Service Awards garnered over 600 nominations, with our Awards Night hosting a sold out crowd of over 200 attendees. The success of this event has set the stage for the upcoming 2027 Awards, which will be officially launched in August.

The culmination of this celebration will take place at the Gala Dinner & Awards Presentation at Cessnock Leagues Club on Saturday 4th December - a great opportunity for local businesses to celebrate with their teams at what's sure to be "Cessnock's Biggest Christmas Party!"

You are invited to play an integral role in the 2027 Customer Service Awards.

Sincerely,
Sarah Pascoe

SPascoe

President, Cessnock Business Chamber

CUSTOMER SERVICE AWARDS 2027

PARTNERSHIP PROPOSAL

WHY PARTNER WITH US?

- Expose your business to the wider community where we live
- Expand your business networks
- Showcase your business to the local marketplace
- Provide beneficial opportunities for your business to promote what they stand for.

There are a variety of opportunities for partnerships with the 2027 Cessnock Customer Service Awards. The opportunities created here are flexible and we are happy to discuss your ideas and tailor the opportunities that closely match the mission and objectives of your business.

THE AUDIENCE

The Cessnock Customer Service Awards provides an avenue for the business community of Cessnock and surrounding areas within the LGA, to network, celebrate and share in the success of recognised great customer service experiences.

The Awards Night attendees will include representatives from all industries, local businesses, local and state government dignitaries and local identities. This diverse group of consumers, suppliers and other stakeholders will provide our partners with the opportunity to engage with a wide range of potential and existing customers.



CUSTOMER SERVICE AWARDS 2027

PARTNERSHIP PROPOSAL

PLATINUM PARTNER

$5,500 (INC GST) - Only One Available

PARTNER BENEFITS

As a Platinum Partner of the 2027 Cessnock Customer Service Awards, your business will enjoy a high level of exposure. The package includes extensive benefits and branding opportunities for widespread visibility.

- Align your product, service and organisation with a popular, successful, established and growing local business event
- Use this opportunity to position your product, service or organisation
- Target the awards' primary target – local employers and employees

MEDIA PROFILE

Maximise exposure of your company name and logo through the awards' extensive media campaign, including:

- Social Media posts leading into the event with editorial from Cessnock Business Chamber President, along side your business promoting the importance of Customer Service in your business
- Inclusion on event promotional pieces (posters, fliers, entry forms)

SIGNAGE

- Space to provide 2 roll-up banners at the awards night
- Inclusion on pre-event street posters

CONTRACTS

First option of renewal of partnership agreement for 2028

CATEGORY SPONSOR & SPEAKING BENEFITS

- Speaking opportunity during the awards night
- Opportunity to present your category award on the night

LOGO AND BRAND RECOGNITION/PUBLIC RELATIONS

- Logo on in-store posters
- Logo on all advertising
- Logo on all correspondence to nominees
- Logo on awards program
- Logo on e-newsletters promoting the award

HOSPITALITY - AWARDS NIGHT

- 4 tickets for your staff to attend the awards

DIGITAL PROMOTION

- Feature and links Cessnock Business Chamber social media and website
- Logo on Cessnock Business Chamber website
- A minimum of 4 social media posts acknowledging involvement in the lead-up to the Gala Dinner



CUSTOMER SERVICE AWARDS 2027

PARTNERSHIP PROPOSAL

AWARDS NIGHT PARTNER

$2,500 (INC GST) - Only One Available



PARTNER BENEFITS

As an Awards Night Partner of the 2027 Cessnock Customer Service Awards, your business will enjoy a high level of exposure. The package includes extensive benefits and branding opportunities for widespread visibility.

SIGNAGE

- Space to provide 2 roll-up banners at the awards night
- Inclusion on pre-event promotional material

CONTRACTS

- First option of renewal of partnership agreement for 2028

LOGO AND BRAND RECOGNITION/PUBLIC RELATIONS

- Logo on in-store posters
- Logo on awards program
- Logo on e-newsletters promoting the award

CATEGORY SPONSOR & SPEAKING BENEFITS

- Speaking opportunity during the awards night
- Opportunity to present your category award on the night

HOSPITALITY - AWARDS NIGHT

- 2 tickets for your staff to attend the awards

DIGITAL PROMOTION

- Feature and links on Cessnock Business Chamber social media and website

CUSTOMER SERVICE AWARDS 2027

PARTNERSHIP PROPOSAL

ENTERTAINMENT PARTNER

$2,500 (INC GST) - Only One Available



PARTNER BENEFITS

As the Entertainment Partner of the 2027 Cessnock Customer Service Awards, your business will enjoy a high level of exposure. The package includes extensive benefits and branding opportunities for widespread visibility.

SIGNAGE

- Space to provide 2 roll-up banners at the awards night
- Inclusion on pre-event promotional material

CONTRACTS

- First option of renewal of partnership agreement for 2028

LOGO AND BRAND RECOGNITION/PUBLIC RELATIONS

- Logo on in-store posters
- Logo on awards program
- Logo on e-newsletters promoting the award

HOSPITALITY - AWARDS NIGHT

- 2 tickets for your staff to attend the awards

CATEGORY SPONSOR & SPEAKING BENEFITS

- Speaking opportunity during the awards night
- Opportunity to present your category award on the night

DIGITAL PROMOTION

- Feature and links on Cessnock Business Chamber social media and website

CUSTOMER SERVICE AWARDS 2027

PARTNERSHIP PROPOSAL

CATEGORY PARTNER

$595 + GST - 8 Available

PARTNER BENEFITS

As a Category Partner of the 2027 Cessnock Customer Service Awards, your business will enjoy a high level of exposure. The package includes extensive benefits and branding opportunities for widespread visibility.

SIGNAGE

- Inclusion on pre-event promotional material

CONTRACTS

- First option of renewal of partnership agreement for 2028

LOGO AND BRAND RECOGNITION/PUBLIC RELATIONS

- Logo on in-store posters
- Logo on awards program
- Logo on trophy for category

HOSPITALITY - AWARDS NIGHT

- 1 ticket for a delegate from your business to attend the awards
- Award presentation opportunity

DIGITAL PROMOTION

- Social media acknowledgement with announcement of awards category







CUSTOMER SERVICE AWARDS 2027

PARTNERSHIP PROPOSAL

PARTNER INFORMATION

Contact Name	
Business Name	
Address	
Phone	
Email	
Website and Social media links	
Which partnership would you like to secure (please circle):	• Platinum Partner $5,000+GST • Awards Night Partner $2500 Inc GST • Entertainment Partner $2500 Inc GST • Category Partner $595+GST
Signed	
Date	

Please provide your high resolution logo to ensure we have the correct branding.
Please email this to info@cessnockbusinesschamber.com.au

FOR MORE INFORMATION

If you require any further information on the included information, please reach out to Cessnock Business Chamber President, Sarah Pascoe on 0411 913 355 or president@cessnockbusinesschamber.com.au

CESSNOCK BUSINESS CHAMBER

Sarah Pascoe
Cessnock Business Chamber
📞 0411 913 355
📧 president@cessnockbusinesschamber.com.au

