



Avid® Ratings proudly announces the fifth annual Avid Service Awards™, recognizing the top homebuilding professionals in the United States and Canada. The Avid Service Awards were created to honor employees who received exemplary customer satisfaction scores amongst the thousands of employees rated in Avid's GoSurvey® program. The Avid Service Award is widely considered to be a premier award for homebuilding professionals.

Employees eligible for the award are customer care representatives, design center representatives, project superintendents or sales representatives. The award categories include the following:

Avid Service Benchmark Award – Top 25% Nationwide

Avid Service Excellence Award – Top 5% Nationwide

Avid Service Gold Award – Top 5% Nationwide & Best in Region

The winners of the 2017/2018 Avid Service Award were selected according to customer satisfaction scores directly tied to performance on the Avid survey, provided they had a representative sample of more than 12 completed surveys over an 18-month period. The results were based on surveys taken by customers who closed on new homes between January 2016 and June 2017.

“The Avid Service Awards are based exclusively on customer feedback, meaning that winners are providing the highest levels of customer service as rated by their home buyers,” says Tim Bailey, Divisions President of Avid Ratings Canada. “It is an honour to be able to acknowledge these winners for the exceptional customer service they provide.”

Avid will host an award ceremony in booth W4945 at the 75th annual International Builders' Show in Orlando, Florida on Tuesday, January 9 at 3:30pm EST. All award winners will be given a certificate and Avid Service Gold Award winners will also receive a glass trophy. Winners will also receive access to a media kit that will include the official Avid Service Award trademark that employees may display in their email signature and on their letterhead. Certificates and trophies will be mailed to those who are unable to attend the ceremony in Orlando.

#### **About Avid Ratings Canada**

Founded in 2003, Avid Ratings Canada ([avidratings.ca](http://avidratings.ca)) is a full-service customer experience (CX) firm dedicated exclusively to helping residential construction companies maximize customer value, increase sales velocity and grow market share. Avid develops and implements end-to-end voice of customer (VoC) and integrated marketing technologies for attracting, delighting and activating loyal homebuilding and renovation customers. Avid Ratings currently serves over 2,000 residential construction companies throughout North America and is ranked among the “50 Most Influential Tech Companies in Residential Construction” by Constructech magazine.

**Avid Ratings**  
918 Deming Way, Suite 201  
Madison, WI 53717  
[www.avidratings.com](http://www.avidratings.com)  
Tel: 608-824-2500  
Fax: 608-824-2588