### NorthFace ScoreBoard Award | World-Class Customer Service

**Calendar Year Criteria:**
- Certified customer survey ratings service- min. 4.0/5.0 or equivalent rating scale
- CX Advocate Certification Required
- CX Critical component of company’s DNA

Join our NFSB World-class service providers:

- Take the NFSB Service quiz to see if you qualify !!!

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### NorthFace ScoreBoard Award | CEMPRO

**Calendar Year Criteria:**
- Certified Customer Experience Management Professional soft-skills training
- Minimum test score 80% - for 90% of Customer Facing Group(s)
- Employee soft-skills training that will raise CXDNA awareness-competence-operational practices to deliver continuous superior customer experiences

Join our NFSB CEMPRO Group:

- Take the NFSB CEMPRO quiz to see if you qualify !!!

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### NorthFace ScoreBoard Award | Voice of Employee

**Calendar Year Criteria:**
- Certified Employee Centric Organization
- Requires employee survey rating of a minimum 4.0/5.0 scale
- Employee Satisfaction is the company’s most valuable asset

Join our NFSB Employee Centric Organizations: Glassdoor/Indeed/Yelp review for below:

- Take the NFSB VoE quiz, to see if you qualify !!!

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