

Bangalore International Airport Ltd.

Pinnacle Awards 2025

Recognising Excellence | Customer 360

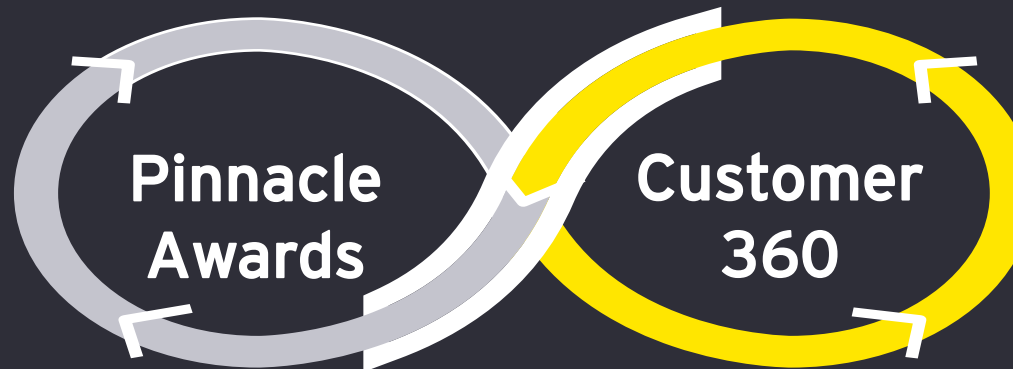


Customer 360 - overview

Objective

To recognise and celebrate exceptional individuals who consistently elevate the passenger experience at KIAB, through acts of ownership, empathy, and service excellence—forming a vital part of BIAL's continuous journey of recognising excellence under the Pinnacle Awards.

Recognising excellence across
the airport ecosystem



Celebrating service heroes
who go above and beyond

Eligibility & evaluation parameters

Eligibility Criteria

- The nominee must be a current employee of an organization operating within the KIAB campus
- The nominated initiative must have been implemented between April 2025 to September 2025 for October Cycle
- Self-nominations and nominations by colleagues or supervisors are allowed
- Only entries submitted on the microsite will be considered for evaluation

Evaluation Parameter		
1	Clarity of Role & Initiative	Clearly outlines the individual’s responsibilities and their specific involvement in the situation or action taken
2	Impact on Customer Experience	Assesses how the nominee’s actions positively influenced the customer's journey—whether through resolving a problem, enhancing satisfaction, or creating a memorable service moment
3	Sense of Ownership	Evaluates the nominee’s initiative in taking charge of the situation, going beyond assigned duties, and demonstrating personal accountability to ensure a positive outcome

Process overview - customer 360



How to fill the application form

- **Step 1: Access the Pinnacle Awards Microsite**

- Visit the Microsite - <https://pinnacle.bengaluruairport.com/>

- **Step 2: Register/ Login on the Microsite**

- Click on 'Participate Now' and create a new account

- If you already create the account, please go ahead with login

- **Step 3: Verify & Login**

- Verify your email, log in, and accept the Terms & Conditions

- **Step 4: Choose the Award Category**

- Select Customer 360

- **Step 5: Fill the Application, Upload Documents & Submit**

- Enter required details, follow video submission guidelines, and attach supporting documents

- Tick the declaration checkbox, submit the form, and receive a confirmation email

Assistance by EY



Ask-Me-Anything
Sessions to answer queries regarding the application process, guidelines etc.



EY Help Desk
Dedicated team to address queries with respect to the process/technical issues etc.

Reach us on
pinnaclesupport@bialairport.com

An aerial photograph of a large commercial airplane, likely a Boeing 777, parked on an asphalt tarmac. The aircraft is white with blue accents along the fuselage and red engines. Yellow ground markings are visible on the tarmac surface. The text "Thank You!" is overlaid in a large, bold, yellow font on the left side of the image.

Thank You!