

❖ ❖ ❖ **CALL FOR NOMINATIONS** ❖ ❖ ❖
5th Annual ORCCA Awards of Excellence – Wednesday, June 4th, 2008
“Contact Centre Award for Agent Excellence”

The 5th Annual ORCCA Awards of Excellence, to be held on Wednesday June 4th, 2008, will recognize service excellence for those serving our internal and external customers in the Contact Centre Industry in the National Capital Region.

A candidate nominated for a Contact Centre Award for Agent Excellence consistently serves external customers with professionalism, while acting as an ambassador that fulfills the vision of the organization in the eyes of the customer and other team members. To be considered for this prestigious award, nominees will be required to qualify in the following four categories:

<u>Customer Service</u>	<u>Teamwork</u>
The nominee displays a commitment to customer service by delivering consistent quality service, based on the criteria of their organization.	The nominee contributes to the success of their Contact Centre by demonstrating outstanding team spirit, based on the criteria of their organization.
<u>Attendance /Punctuality</u>	<u>Efficiency</u>
The nominee demonstrates a commitment to their organization by attending work daily and on time for the business period of one year, based on the criteria of their organization.	The nominee excels in the delivery of service to their customers by efficiently utilizing tools, systems and training provided, and also exceeds their customers' expectations in an accurate and expeditious manner, based on the criteria of the organization.

How to Nominate Candidates

No. of Candidates	Each Contact Centre may nominate one candidate per 100 seats to a maximum of 5 candidates. Those Centres with multiple candidates are to contact ORCCA Chair Sandra Freeman at (613) 723-2870 for cost details. All nominees must be employees of the submitting Contact Centre.
Step #1	Submit a Notification of intent to apply for this award by sending an e-mail to orccaawards@atfocus.ca This must be received by April 23rd, 2008.
Step #2	Complete one form for each candidate you are nominating using the template provided on the pages attached, and submit them in MS Word format by email to orccaawards@atfocus.ca Questions about the nominations can be directed to don.cormier@atfocus.ca . EXTENDED- The completed nomination form(s) must be received by Wednesday May 14, 2008.
Submission Fee	FREE to ORCCA member organizations. \$75.00 per nominee for Non-member organizations.
Step #3 Photos	Organizations represented by award recipients will be required to supply ORCCA with six photos (in .jpg format) depicting their Contact Centre and the award recipient at work. This will be utilized to highlight the Award recipient and his/her organization during the Awards Gala. Photos must be submitted to orccaawards@atfocus.ca by May 16th.
Awards Gala	Award nominees will be invited and are requested for the presentation of this Award at the ORCCA Awards of Excellence Gala on Wednesday June 4 th , 2008, at the CLEO Banquet Hall, 156 Cleopatra Dr (off Hunt Club- west of Merivale Road). The reception will begin at 5:30 pm., with opening remarks at 6:30 p.m. Award recipients will receive an Award Certificate, a limited edition lapel pin in recognition of their achievement and a ticket to the

Nomination Template follows...

Awards Gala.

NOMINATION FORM: Contact Centre Award for Agent Excellence

5th Annual ORCCA Awards of Excellence--Wednesday, June 4th, 2008

Name of Nominee: _____

Position: _____

E – Mail Address: _____

Organization: _____

Size of Contact Centre: _____

Nominated By: _____

E – Mail Address: _____

Phone Number: _____

To be considered for the ORCCA **Contact Centre Award for Agent Excellence** Award, nominees will be required to qualify and demonstrate excellence in all of the following four categories:

- Customer Service
- Teamwork
- Attendance/Punctuality
- Efficiency

Using the attached forms, please complete a written description – **a maximum of one page for each of the four categories**, illustrating how the nominee has **excelled** in each category.

You MUST include:

1. **your organization's criteria and standards for each of the four categories, AND;**
2. **how the nominee has performed relative to your organization's criteria and standards.**

Judging of the nominations will be conducted in the second week of May 2008 by AtFocus Inc.

Award nominees and individuals submitting the nomination, on behalf of the organization, will be notified accordingly by e-mail by May 15th, 2008 to confirm the nominees' acceptance.

Please Note:

- **One nominee per 100 seats (with a maximum of 5 nominees) can be submitted for each Contact Centre**
- **EXTENDED- The completed nomination form(s) must be received by Wednesday May 14, 2008.**
- **Nominations may be emailed in MS Word Format to orccaawards@atfocus.ca.**

Nominee's Name: _____ **Organization:** _____

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CUSTOMER SERVICE

How is Excellence in Customer Service defined/measured for your organization? Please indicate the customer service standards for your organization:

Please describe the nominee's ability to deliver Excellence in Customer Service:

How did the nominee perform/excel to your organizational standards?

TEAMWORK

How is Teamwork defined/measured for your organization?
Please indicate the Teamwork Goals/Standards for your Organization:

Please describe the nominee's teamwork attributes that bring a positive impact on your organization and demonstrate the Organization's Goals/Standards:

How did the nominee perform to your organizational standards?

Nominee's Name: _____ **Organization:** _____

NOMINATION FORM: Contact Centre Award for Agent Excellence
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ATTENDANCE/PUNCTUALITY

How is Attendance / Punctuality defined/measured for your organization?
Please indicate the Attendance / Punctuality Standards for your organization:

Please describe the nominee's performance in "being there to serve the customer":

How did the nominee perform to your organizational standards? (late, absence, adherence to schedule)

EFFICIENCY

How is Efficiency defined/measured for your organization?
Please indicate the Efficiency Goals /Standards for the Organization:

Please describe the nominee's ability to effectively and efficiently deliver superior service:

How did the nominee perform/excel to your organizational standards? (% improvements, ranking on team, impact on the business?)

Nominee's Name: _____ **Organization:** _____