

❖ ❖ ❖ **CALL FOR NOMINATIONS** ❖ ❖ ❖

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

“Contact Centre Award for Support 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 as a Contact Centre Award for Support Excellence consistently serves your internal customers with professionalism by supporting Customer Contact Centre Agents and the team, while concentrating their efforts on delivering superior external customer service. The role of Contact Centre Support focuses on the tasks that sustain our Contact Centre Agents to allow them to focus on our external customers. They include workforce management, coaching, training, quality assurance and IT support. To be eligible, this candidate should spend at least 80% of their time conducting off-phone activities.

To be considered for this prestigious award, nominees are required to qualify in these 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 the organization.	The nominee contributes to the success of their Contact Centre by demonstrating outstanding team spirit based on the criteria of the 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 the organization.	The nominee excels in the delivery of service to their customers by efficiently utilizing the 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 a Candidate

No. of Candidates	Each Contact Centre may nominate ONE candidate for this award. A nominee for this Award must be an employee 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 a nomination form for the candidate 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 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 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 Support 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 Support Excellence**, 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 template, 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 nominee's acceptance.

Please Note:

- **ONLY ONE** nominee can be submitted for each Contact Centre
- Notification of intent to apply for this award must be received by April 23rd, 2008
- **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 Support defined/measured for your organization?

Please describe the nominee's ability to deliver Excellence in Customer Service Support and the impact on your Contact Centre Agents and the external customer:

How did the nominee perform/excel to your organizational standards for Support (quality, accuracy)?

TEAMWORK

How is Teamwork defined/measured for your organization?

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

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

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

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ATTENDANCE/PUNCTUALITY

How is Attendance / Punctuality defined/measured for your organization?

Please describe the nominee's performance in "being there to serve their customer", i.e. the Contact Centre team:

How did the nominee perform to your organizational standards? (late, absence, delivery of tasks)?

EFFICIENCY

How is Efficiency defined/measured for your organization?

Please describe the nominee's ability to effectively and efficiently deliver superior service in a timely and accurate manner:

How did the nominee perform/excel to your organizational standards/to others within the team (% to improvements, delivering to schedule, impact on the business and accuracy of work)?

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