



7th Annual ORCCA Awards - June 9, 2010
Nomination Form: Customer Contact Centre Agent Excellence

“The Ottawa Regional Contact Centre Association (ORCCA) is dedicated to the advancement of the Contact Centre profession and industry throughout Canada's National Capital Region.”

The candidate nominated for this award consistently serves your internal and external customers with professionalism while acting as an ambassador to fulfill the vision of the organization in the eyes of the customer and other team members.

To be considered for this prestigious award, nominees will have been recognized by their organization for their positive contribution to customer service, performance excellence, teamwork, attendance and efficiency.

<p align="center"><u>Customer Service/Performance Excellence</u></p> <p>The nominee displays a commitment to customer service by delivering consistent quality service, based on the criteria of their organization</p>	<p align="center"><u>Teamwork</u></p> <p>The nominee contributes to the success of their Contact Centre by demonstrating outstanding team spirit based on the criteria of their organization</p>
<p align="center"><u>Attendance /Punctuality</u></p> <p>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</p>	<p align="center"><u>Efficiency</u></p> <p>The nominee excels in the delivery of service to their customers by efficiently utilizing tools, systems and training provided. The nominee also exceeds their customers' expectations in an accurate and expeditious manner, based on the criteria of the organization</p>

Terms and Conditions of Entry

- One candidate per 100 seats to a maximum of 5 candidates.
- Complete the ORCCA Awards entry form for each recipient along with any supporting documents demonstrating excellence and best practices.
- Nominations must be received via email to info@callcentres.org no later than **May 10, 2010**. Confirmation of receipt will be provided for all submissions with instructions for required photographs for the Awards presentation.
- Questions regarding the Awards celebration and nominations to be directed to info@callcentres.org or sandra.freeman@sympatico.ca
- Nominations are complimentary for ORCCA member organizations. There is a \$90 nomination fee for non-member organizations. All qualifying nominees will receive one complimentary ticket for the Career Excellence Awards Gala.

COMPLETED NOMINATION FORM(S) MUST BE RECEIVED BY MONDAY, MAY 10, 2010



Nomination Form: Customer Contact Centre Agent Excellence

Name of Nominee: _____

Organization: _____

Nominated By: _____

Contact Details (phone & email): _____

Please describe how the nominee has excelled in each of the following categories and performed relative to your organization's criteria and standards. Please limit your input to a maximum of one typed page of supporting documentation per category along with any supporting documents.

CUSTOMER SERVICE / PERFORMANCE EXCELLENCE

- a) Considering how Excellence in Customer Service is defined/ measured for your organization, please describe the Nominees ability to deliver Excellence in Customer Service.
- b) How did the nominee perform/excel compared to your organizations' standards / objectives?

TEAMWORK

- a) Considering how teamwork is defined/ measured for your organization, please describe the Nominees teamwork attributes that bring a positive impact on your organization and demonstrate the Organization's Goals/Standards.
- b) How did the nominee perform to your organizational standards?

ATTENDANCE/PUNCTUALITY

- a) Considering how attendance/ punctuality is defined/ measured for your organization, please describe the nominees' performance in "being there to serve the customer". How did the nominee perform to your organizational standards? (Late, absence, adherence to schedule).

If your organization does not have specific goals please describe how the nominee compares to their peers.

EFFICIENCY

- a) Considering how efficiency is defined/ measured for your organization, please describe the nominees' ability to effectively and efficiently deliver superior service against your centre goals and standards, i.e.: % improvements, ranking on team, impact on the business.