

MANAWATU CONTACT CENTRE AWARDS

2010

AWARDS ENTRY FORM

CATEGORY - CONTACT CENTRE TEAM OF THE YEAR

Entries close at 5pm Friday 24th September 2010

Please complete this entry form and email to roxane.peck@pncc.govt.nz

Entries will only be accepted by self-nomination. The Team entering this award category must complete this form.

Award Nominee Contact Details	
Name	
Position Title	
Organisation	
Daytime Phone	
Mobile Phone	
Email Address	
Physical Address	
Postal Address	

Customer Service

Contact Centre team that displays excellence in the level of Customer Service provided to their organisations customers

Describe what your team members do to ensure excellent Customer Service is delivered by your team (max 300 words).

Performance

Contact Centre team that displays excellence against their overall Key Performance Indicators

What are your goals for your teams' performance? (max 300 words)

Describe one of your teams' successes from the past 12 months (max 300 words).

Contribution

Contact Centre team that has demonstrated and made a significant contribution to their organisations success

How does your team contribute to the overall success of the Contact Centre? (max 300 words)

WOW factor

What makes your team Contact Centre Team of the Year?

Manawatu Contact Centre Cluster

Roxane Peck | Awards Co-ordinator | 06 351 6306 | Email: roxane.peck@pncc.govt.nz

Mike Manson | Chair of Manawatu Contact Centre Cluster | 06 351 4405 | Email: mike.manson@pncc.govt.nz

www.mcc.org.nz