

MANAWATU CONTACT CENTRE AWARDS

2010

AWARDS ENTRY FORM

CATEGORY - CONTACT CENTRE TEAM LEADER OF THE YEAR

Entries close at 5pm Friday 24 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 Leader entering this award category must personally complete this form and must have been in the role for six months or more.

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

Customer Service

Contact Centre Team Leader that delivers excellence in the level of Customer Service to their organisations and customers

Describe what you do as a Team Leader to ensure excellent Customer Service is delivered by your team (max 300 words)

Performance

Contact Centre Team Leader that displays excellence against their overall performance standards

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

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

Contribution

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

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

WOW factor

What makes you Contact Centre Team Leader of the Year? (max 300 words)

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

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