

**MANAWATU CONTACT CENTRE AWARDS**

2010 

**AWARDS ENTRY FORM**

**CATEGORY - CONTACT CENTRE TRAINER OF THE YEAR**

***Entries close at 5pm Friday 24 September 2010***

Please complete this entry form and email to [roxane.peck@pncc.govt.nz](mailto:roxane.peck@pncc.govt.nz)

Entries will only be accepted by self-nomination. The Trainer 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

*Trainer that delivers excellence in the level of Customer Service provided to their organisations customers*

What training methods do you use to ensure that your trainees take ownership of the Contact Centres Customer Service vision? (max 300 words)

Performance

*Trainer that displays excellence against their overall performance standards*

How do you measure your success as a trainer? (max 300 words)

Describe one of your key successes over the past 12 months (max 300 words).

Contribution

*Trainer that has demonstrated and made a significant contribution to their organisations success*

What contribution does your training make to the success of the Contact Centre? (max 300 words)

WOW factor

What makes you Contact Centre Trainer 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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