

**6th Annual ORCCA Awards
Call for Nominations**

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 6th Annual ORCCA Career Excellence Awards will be held on Wednesday June 3rd, 2009. The awards will recognize service excellence for those serving our internal and external customers in the Contact Centre Industry in the National Capital Region.

Candidates nominated for this Award consistently serve their Contact Centre's external customers with professionalism while acting as an ambassador that fulfills the vision of the organization in the eyes of the customer and other team members.

To be considered for this prestigious award, nominees will be required to qualify in the following four categories:

<p style="text-align: center;"><u>Customer Service</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 style="text-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 style="text-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 style="text-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>

A Contact Centre may nominate one candidate per 100 seats to a maximum of 5 candidates.

Customer Contact Centre Agent Excellence

How to Nominate Candidates

Each Contact Centre may nominate one candidate per 100 seats to a maximum of 5 candidates. Those Centres with multiple centres, please contact Sandra Freeman at (613) 723-2870 for further clarification.

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

- 1. Notification of intent to apply for this award must be received by April 27th, 2009.**
- 2. Completed nomination form(s) must be received by Monday, May 4th, 2009.** Questions about the nominations can be directed to don.cormier@atfocus.ca

Nominations must be submitted in writeable PDF format (using the following template) via email to don.cormier@atfocus.ca. A receipt will be provided for all submissions. Please use the nomination forms (provided on the attached pages) for the candidate which you are nominating.

Fee: Nominations are complimentary to ORCCA member organizations and \$75.00 per nominee for non-member organizations.

All nominees for Agent Excellence must be employees of the submitting Contact Centre.

- 3. Organizations represented by award recipients will be required to supply ORCCA with **six photos (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.**
Note: These photos must be received no later than Wednesday May 27th, 2009.

Award nominees will be invited to attend the ORCCA Career Excellence Awards Gala on Wednesday June 3rd, 2009. Presence will be requested at the CLEO Banquet Hall, 156 Cleopatra Dr (off Hunt Club- west of Merivale Road). The reception will commence at 5:00 p.m. with dinner to be served at 6:30 p.m. Award recipients will also receive a limited edition lapel pin and certificate in recognition of their achievement.

CONTACT CENTRE AGENT EXCELLENCE

NOMINATION FORM

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 Agent** Excellence Award, nominees will be required to qualify and demonstrate excellence in all of the following four categories:

- A. Customer Service
- B. Teamwork
- C. Attendance/Punctuality
- D. Efficiency

Using the attached forms, please complete a written description of **a maximum of one page for each of the four categories**, describing how the nominee has **excelled** in each category. **You must include your organization's criteria and standards for each of the four categories, and 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 2009 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, 2009 to confirm the nominees' acceptance.

Please Note:

- **One nominee per 100 seats (with a maximum of 5 nominees) can be submitted for each Contact Centre**
- **Notification of intent to apply for this award must be sent by April 27, 2009 to orccaawards@atfocus.ca**
- **Deadline to submit a nomination to ORCCA is Friday May 8th, 2009**
- **Required photos must be submitted by Wednesday May 27, 2009.**
- **Nominations must be emailed in MS Word Format to don.cormier@atfocus.ca**

ORCCA Awards Nomination Form
Customer Contact Centre Agent Excellence

A. CUSTOMER SERVICE

How is Excellence in Customer Service defined/measured for your organization? Please indicate the customer service standards for your organization:

Please describe the Nominees ability to deliver Excellence in Customer Service:

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

B. TEAMWORK

How is Teamwork defined/measured for your organization?
Please indicate the Teamwork Goals/Standards for your Organization:

Please describe the Nominees teamwork attributes that bring a positive impact on your organization and demonstrate the Organization's Goals/Standards:

How did the nominee perform to your organizational standards?

C. ATTENDANCE/PUNCTUALITY

How are Attendance / Punctuality defined/measured for your organization?
Please indicate the Attendance / Punctuality Standards 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)

D. EFFICIENCY

How is Efficiency defined/measured for your organization?
Please indicate the Efficiency Goals /Standards for the Organization:

Please describe the nominees' ability to effectively and efficiently deliver superior service:

How did the nominee perform/excel to your organizational standards? (% improvements, ranking on team, impact on the business?)
