

# Irish Customer Contact and Shared Services Awards 2019



IRISH CUSTOMER CONTACT  
& SHARED SERVICES AWARDS

# 2019

PEOPLE PROMOTING EXCELLENCE

## Application Form



**Deadline for entries 5 p.m. Wednesday 4th September 2019**

Irish Customer Contact Centre  
& Shared Services Awards 2019



## Deadline for entries 5 p.m. Wednesday 4th September 2019

Please complete this application form with the details required and post to Irish Customer Contact & Shared Services Awards 2019, P. O. Box 1016, An Post Mail Centre, Blessington Road, Naas, Co. Kildare.

Entry fee payment can also be included. Please note completed application form and entry fee must be received before applications can be reviewed by the judging panel.

**Closing date for entries is 5.00 p.m. on Wednesday 5th September 2019**

**Please tick the Category / Categories you wish to enter and provide details of wordcount & number of pages in appendices:**

- [1] **Best Training & Development Programme 2019**  
Word count contained in submission, excluding appendices.  
(Note the maximum word count: 2,500)   
Number of pages contained in appendices  
(Note the maximum no. of pages: 5)
- [2] **Best Customer Experience 2019**  
Word count contained in submission, excluding appendices.  
(Note the maximum word count: 2,500)   
Number of pages contained in appendices  
(Note the maximum no. of pages: 5)
- [3] **Outsource Partnership of the Year 2019**  
Word count contained in submission, excluding appendices.  
(Note the maximum word count: 2,500)   
Number of pages contained in appendices  
(Note the maximum no. of pages: 5)
- [4] **Best Sales Campaign 2019**  
Word count contained in submission, excluding appendices.  
(Note the maximum word count: 2,500)   
Number of pages contained in appendices  
(Note the maximum no. of pages: 5)
- [5] **Best Use of Technology Strategic Programme 2019**  
Word count contained in submission, excluding appendices.  
(Note the maximum word count: 2,500)   
Number of pages contained in appendices  
(Note the maximum no. of pages: 5)

**Your completed Application Form and full payment must be received before your entry is confirmed.**

Please tick the **Category / Categories** you wish to enter and provide details of **wordcount & number of pages in appendices**:

- [6] **Best Use of Technology Tactical Project 2019**  
Word count contained in submission, excluding appendices.  
(Note the maximum word count: 2,500)   
Number of pages contained in appendices  
(Note the maximum no. of pages: 5)
- [7] **Best Use of Social Media 2019**  
Word count contained in submission, excluding appendices.  
(Note the maximum word count: 2,500)   
Number of pages contained in appendices  
(Note the maximum no. of pages: 5)
- [8] **Industry Professional of the Year - Customer Service Advisor**  
Word count contained in submission, excluding appendices.  
(Note the maximum word count: 1,500)   
Number of pages contained in appendices  
(Note the maximum no. of pages: 5)
- [9] **Industry Professional of the Year - Team Leader**  
Word count contained in submission, excluding appendices.  
(Note the maximum word count: 1,500)   
Number of pages contained in appendices  
(Note the maximum no. of pages: 5)
- [10] **Industry Professional of the Year - Support Professional**  
Word count contained in submission, excluding appendices.  
(Note the maximum word count: 1,500)   
Number of pages contained in appendices  
(Note the maximum no. of pages: 5)

**Your completed Application Form and full payment must be received before your entry is confirmed.**

Please tick the **Category / Categories** you wish to enter and provide details of **wordcount & number of pages in appendices**:

**[11] Industry Professional of the Year - Manager**

Word count contained in submission, excluding appendices.

(Note the maximum word count: 2,500)

Number of pages contained in appendices

(Note the maximum no. of pages: 5)

**[12] Team of the Year 2019**

Word count contained in submission, excluding appendices.

(Note the maximum word count: 2,500)

Number of pages contained in appendices

(Note the maximum no. of pages: 5)

**[13] Support Team of the Year 2019**

Word count contained in submission, excluding appendices.

(Note the maximum word count: 2,500)

Number of pages contained in appendices

(Note the maximum no. of pages: 5)

**[14] Shared Services Centre of the Year 2019**

Word count contained in submission, excluding appendices.

(Note the maximum word count: 2,500)

Number of pages contained in appendices

(Note the maximum no. of pages: 5)

**[15] Customer Contact Centre of the Year - 2019 Small**

Word count contained in submission, excluding appendices.

(Note the maximum word count: 3,000)

Number of pages contained in appendices

(Note the maximum no. of pages: 5)

**Your completed Application Form and full payment must be recieved before your entry is confirmed.**

Please tick the **Category / Categories** you wish to enter and provide details of **wordcount & number of pages in appendices**:

**[16] Customer Contact Centre of the Year 2019 - Medium**

Word count contained in submission, excluding appendices.

(Note the maximum word count: 3,000)

Number of pages contained in appendices

(Note the maximum no. of pages: 5)

**[17] Customer Contact Centre of the Year 2019 - Large**

Word count contained in submission, excluding appendices.

(Note the maximum word count: 3,000)

Number of pages contained in appendices

(Note the maximum no. of pages: 5)

**Declaration:**

I confirm that all the information and data included in this award submission is accurate and truthful.

Signature: \_\_\_\_\_

Name (In block capitals): \_\_\_\_\_

Job Title: \_\_\_\_\_

Company Name: \_\_\_\_\_

## Details of person responsible for entries:

Name (In block capitals): \_\_\_\_\_

Title: \_\_\_\_\_

Company Name: \_\_\_\_\_

Address 1: \_\_\_\_\_

Address 2: \_\_\_\_\_

Address 3: \_\_\_\_\_

Telephone: \_\_\_\_\_

Mobile: \_\_\_\_\_

Email: \_\_\_\_\_

### Entry fees are as follows:

Cost per category entry is €199 plus VAT at 23%.

Cost for 3 or more category entries are €159 plus VAT at 23% per category entry.

Please complete and return to:

Irish Customer Contact & Shared Services Awards 2019,

P. O. Box 1016, An Post Mail Centre, Blessington Road, Naas, Co. Kildare.

Number of entries: \_\_\_\_\_ Cost Per entry: \_\_\_\_\_

Total charge: \_\_\_\_\_

### Method of Payment:

#### 1. Credit Card:

Visa

Mastercard

Card Number:

Expiry Date: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Cardholders name and address (In block Capitals):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

#### 2. Cheque:

Please make cheques payable to CCMA Ireland Ltd.



For more information please contact:

**E:** [dorothy@ccma.ie](mailto:dorothy@ccma.ie) **M:** 087-2256055 **W:** [www.ccma.ie](http://www.ccma.ie)

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