

# Irish Customer Contact and Shared Services Awards 2020



IRISH CUSTOMER CONTACT  
& SHARED SERVICES AWARDS

# 2020

PEOPLE PROMOTING EXCELLENCE

## Application Form



**Deadline for entries 5.00 p.m. Wednesday 2nd September 2020**

Irish Customer Contact Centre  
& Shared Services Awards 2020



## Deadline for entries 5.00 p.m. Wednesday 2nd September 2020

Please complete this application form with the details required and post to Irish Customer Contact & Shared Services Awards 2020, 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. Wednesday 2nd September 2020**

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

- [1] **Best Training & Development Programme 2020**  
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 2020**  
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 2020**  
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 Use of Technology Strategic Programme 2020**  
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 Tactical Project 2020**  
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 Digital Channels 2020**  
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] 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)
- [8] 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)
- [9] 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)
- [10] 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)

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] Team of the Year 2020**

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] Support Team of the Year 2020**

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] Shared Services Centre of the Year 2020**

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] Customer Contact Centre of the Year 2020 - 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)

**[15] Customer Contact Centre of the Year 2020 - 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)

**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:**

**[16] Customer Contact Centre of the Year 2020 – 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)

**[17] Best Response to Covid 19**

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 2020,

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. Please issue an invoice**

**3. Cheque:**

**Please make cheques payable to CCMA Ireland Ltd.**

Customer Contact



**For more information please contact:**

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

**Irish Customer Contact & Shared Services Awards 2020, P. O. Box 1016, An Post Mail Centre,  
Blessington Road, Naas, Co. Kildare.**