

Irish Customer Contact and Shared Services Awards 2023



IRISH CUSTOMER CONTACT
& SHARED SERVICES AWARDS

2023

PEOPLE PROMOTING EXCELLENCE

Application Form



Deadline for entries 5.00 p.m. Wednesday 6th September 2023

Irish Customer Contact Centre
& Shared Services Awards 2023



Deadline for entries 5.00 p.m. Wednesday 6th September 2023

Please complete this application form with the details required and post to Irish Customer Contact & Shared Services Awards 2023, P. O. Box 1016, An Post Mail Centre, Blessington Road, Naas, Co. Kildare.
Form can be posted or scanned and sent by email to awards@ccma.ie

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 6th September 2023

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

[1] Best Training & Development Programme 2023

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 in Private/ Commercial Sector 2023

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] Best Customer Experience in Public, Voluntary and Non Profit Sector

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] Outsource Partnership of the Year 2023

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:

[5] Best Use of Technology - Transformation Programme 2023

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)

[6] Best Use of Technology Tactical Project 2023

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 Digital Channels 2023

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)

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:

[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)

[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 2023

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 2023

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 2023 - 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 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:

[15] Customer Contact Centre of the Year 2023 – 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)

[16] Customer Contact Centre of the Year 2023 – 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 Employee Engagement

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)

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 €179 plus VAT at 23% per category entry.

Please complete and return to:

Irish Customer Contact & Shared Services Awards 2023,

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

or scan and email to awards@ccma.ie

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



For more information please contact:

E: dorothy@ccma.ie M: 087-2256055 W: www.ccma.ie

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Blessington Road, Naas, Co. Kildare.**