

Irish Customer Contact and Shared Services Awards 2024



IRISH CUSTOMER CONTACT
& SHARED SERVICES AWARDS

2024

PEOPLE PROMOTING EXCELLENCE

Application Form



Deadline for entries 5.00 p.m. Wednesday 4th September 2024

Irish Customer Contact Centre
& Shared Services Awards 2024



Deadline for entries 5.00 p.m. Wednesday 4th September 2024

Please complete this application form with the details required, sign and scan and email to awards@ccma.ie

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

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

- [1] Best Training & Development Programme 2024**
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 2024**
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)
- [3] Best Customer Experience in Public, Voluntary
and Non Profit Sector**
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)
- [4] Outsource Partnership of the Year 2024**
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 2024**
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 2024**
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 2024**
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 2024

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 2024

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 2024 - 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 2024 – 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 2024 – 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 this application form with the details required, sign and 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:

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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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

**Irish Customer Contact & Shared Services Awards 2024, P. O. Box 1016, An Post Mail Centre,
Blessington Road, Naas, Co. Kildare.**