#



#

**2023 National Awards**

**Information Pack**

**for Entrants**

**Executive Summary**

Welcome to the 2023 National CCNNZ Awards!

The CCNNZ Awards recognise and celebrate excellence and provide a mechanism for triggering thought-leadership, professional networking and shared learning.

We are particularly pleased to help recognise the achievement of Customer Contact professionals who demonstrate outstanding performance in leadership, education, stakeholder engagement, customer commitment and support management.

This is no easy task in this fast-paced and complex industry, which features a broad range of business disciplines and demands extensive skills – and stamina!

The categories are as follows:

* **CCNNZ National Customer Contact Manager of the Year**
* **CCNNZ National Customer Contact Support Professional of the Year**
* **CCNNZ National Customer Contact Team Leader of the Year**
* **CCNNZ National Customer Contact Trainer of the Year**
* **CCNNZ National Customer Contact Agent of the Year**
* **CCNNZ National Customer Contact Multimedia Agent of the Year**

**Winners of each category will receive $500 Prezzy card.**

**All Finalists will receive a complimentary pass to attend the CCNNZ Conference held at the Cordis on 15 September 2023** **and the CCNNZ/CRM Awards in the evening.**

This year our annual CCNNZ Conference is being held at the Cordis 83 Symonds Street Auckland on Friday 15 September during the day, and the CCNNZ Award winners will be announced that evening at the CCNNZ/CRM Awards held at the Cordis, 83 Symonds Street, Auckland - so rally around your work mates, and join us at the CCNNZ Conference and the CCNNZ/CRM Consulting Awards evening.

We invite you to enter the 2023 CCNNZ Awards and look forward to seeing you and your teams at these events which celebrate our industry.

Regards,

Craig McFadyen

Chair, CCNNZ

**Contents**

 [1](#_Toc127369383)

 [1](#_Toc127369384)

[**Key Dates:** 4](#_Toc127369385)

[**Judging Criteria** 5](#_Toc127369386)

[**Entry** 5](#_Toc127369387)

[**CCNNZ National Awards** 5](#_Toc127369388)

[**Judging Criteria** 6](#_Toc127369389)

[**Entry** 6](#_Toc127369390)

[**CCNNZ National Awards** 6](#_Toc127369391)

[**Judging Criteria** 7](#_Toc127369392)

[**Entry** 7](#_Toc127369393)

[**CCNNZ National Awards** 7](#_Toc127369394)

[**Judging Criteria** 8](#_Toc127369395)

[**Entry** 8](#_Toc127369396)

[**Judging Criteria** 9](#_Toc127369397)

[**Entry** 9](#_Toc127369398)

[**CCNNZ National Awards** 9](#_Toc127369399)

[**Judging Criteria** 10](#_Toc127369400)

[**Entry** 10](#_Toc127369401)

[**CCNNZ National Awards** 10](#_Toc127369402)

 [11](#_Toc127369403)

[**Judging Timeline** 11](#_Toc127369404)

[**Feedback for Entrants** 11](#_Toc127369405)

[**All Entrants** 11](#_Toc127369406)

[**Finalists** 11](#_Toc127369407)

**Awards Checklist**

Once you have decided to enter the 2023 National CCNNZ Awards, here’s a quick checklist of the important activities:

* All Award entrants will receive feedback from the judges from 2 October 2023 to 27 October 2023
* Join CCNNZ on LinkedIn, Facebook to stay updated with new information
* Read the 2023 National CCNNZ Awards information in this document.
* Diarise the Key Dates
* Familiarise yourself with the Award Rules
* Complete the Entry Form in this pack and email it (in Microsoft Word) to info@ccnnz.org.nz to register your application in the 2023 Awards
* Submit your completed entry before Friday **30 June 2023**

### **Key Dates:**

The following are the important dates for the 2023 National CCNNZ Awards:

|  |  |
| --- | --- |
| **Date** | **Event** |
| **Wednesday 1 March 2023** | **Registrations Open** |
| **Friday 30 June 2023** | **Registrations Close** |
| Friday 28th July 2023 | Finalists Announced |
| Monday 7th August – 25 August 2023 | Finalists Judged |
| 15 September 2023 | National Award Winners announced  |
| Monday 2 October – Friday 27th October 2023 | Feedback provided to all Entrants |

**Winners of Each Category will receive $500 Prezzy card.**

**All Finalists will receive a complimentary pass to attend the CCNNZ Conference held at the Cordis on 15 September 2023 and the CCNNZ/CRM Awards in the evening.**



**Awards Categories and Criteria**

**CCNNZ National Customer Contact Manager of the Year**

Awarded to the Customer Contact Manager who makes the most significant contribution to inspire, engage and connect their centre to meet or exceed key performance objectives.

The entrant is someone who continually strives to strengthen the contact centre's role and strategic value within their organisation and the wider industry.

The Customer Contact Manager of the Year will demonstrate a strong grasp of the core and advanced principles of Contact Centre Management and Team Leadership.

### **Judging Criteria**

Entries will be judged on the following criteria:

|  |  |
| --- | --- |
| **Judging Criteria** | **Total Marks** |
| Demonstrate leadership when supporting, educating and engaging your centre to meet or exceed key performance objectives. | 25 |
| Describe the processes you have implemented to improve and manage costs and productivity to you business | 25 |
| Inspiring people- Demonstrated commitment to your people to develop them to be the best they can be. | 25 |
| What deliverables matter to you as a Manager? | 25 |
| **Total Marks** | **100** |

###

### **Entry**

To enter the competition for 2023 CCNNZ National Contact Centre Manager of the Year, complete the correct entry form and email it to **info@ccnnz.org.nz before Friday 30 June 2023**

### **CCNNZ National Awards**

Be sure to book members of your Team and Management team to attend the CCNNZ National Conference, and be there to hear the CCNNZ Award Winners announced at the CCNNZ/CRM Consulting Awards evening on Friday 15 September to ensure you and your team make the most out of your investment in your CCNNZ Award entry.

**CCNNZ National Customer Contact Support Professional of the Year**

This award recognises a person involved in supporting important customer contact unit functions that ultimately reflect on the frontline performance, such as operations management, workforce planning, subject matter expertise, quality assurance and/or back office administration support.

The entrant will have displayed a clear customer experience focus in applying their skills and knowledge to make a difference within their workplace.

The entrant is someone who demonstrates outstanding commitment to best practice including effective communication and the way they balance the needs of customers, staff and the business as key stakeholders.

### **Judging Criteria**

Entries will be judged on the following criteria:

|  |  |
| --- | --- |
| **Judging Criteria** | **Total Marks** |
| Demonstrated commitment and innovation when supporting, their centre in meeting or exceeding key performance objectives | 25 |
| Ccontribution, participation and engagement with key stakeholders within your centre, the wider organisation and industry. | 15 |
| Demonstrated commitment to the customer with your planning | 25 |
| Key challenge you have resolved in the past year | 20 |
| 3 key challenges in next 12 months with plans to resolve one | 15 |
|  | **100** |

###

### **Entry**

To enter the 2023 CCNNZ National Support Professional of the Year, complete the correct entry form and email it to **info@ccnnz.org.nz before Friday 30 June 2023**

### **CCNNZ National Awards**

Be sure to book members of your Team and Management team to attend the CCNNZ National Conference, and be there to hear the CCNNZ Award Winners announced at the CCNNZ/CRM Consulting Awards evening on Friday 15 September to ensure you and your team make the most out of your investment in your CCNNZ Award entry.

**CCNNZ National Customer Contact Trainer of the Year**

Awarded to the Customer Contact Centre Trainer who makes the most significant contribution to inspire, engage and connect their Centre to meet or exceed key performance objectives.

The Trainer of the Year will demonstrate how their training initiatives have supported the development of their Centre and how they engage, influence and support key stakeholders within their organisation to achieve the Centre’s training needs.

 They will also need to demonstrate how they motivate and engage trainees to participate in training to deliver on Company values and outcomes.

### **Judging Criteria**

Entries will be judged on the following criteria:

|  |  |
| --- | --- |
| **Judging Criteria** | **Total Marks** |
| What makes you stand out from others in your workplace? | 25 |
| Describe your induction programme for new employees | 25 |
| Describe how you prepare a training programme for any changes or new systems / products | 25 |
| What deliverables matter to you as a Trainer | 25 |
| **Total Marks** | **100** |

###

### **Entry**

To enter the 2023 CCNNZ Trainer of the Year, complete the correct entry form and email it to **info@ccnnz.org.nz before** **Friday 30 June 2023**

### **CCNNZ National Awards**

Be sure to book members of your Team and Management team to attend the CCNNZ National Conference, and be there to hear the CCNNZ Award Winners announced at the CCNNZ/CRM Consulting Awards evening on Friday 15 September to ensure you and your team make the most out of your investment in your CCNNZ Award entry.

**CCNNZ National Customer Contact Team Leader of the Year**

Awarded to the Customer Contact Team Leader who makes the most significant contribution to inspire, engage and connect their team to meet or exceed key performance objectives.

The entrant is someone who continually strives to strengthen the centre's role and strategic value within their organisation and the wider industry.

The Customer Contact Team Leader of the Year will demonstrate a strong grasp of the core principles of customer contact centre management and team leadership.

### **Judging Criteria**

Entries will be judged on the following criteria:

|  |  |
| --- | --- |
| **Judging Criteria** | **Total Marks** |
| Demonstrate leadership when supporting ,education and engaging your team to meet or exceed key performance objectives | 15 |
| Contribution, participation and engagement with key stakeholders within centre, organisation and industry. | 15 |
| Demonstrated commitment to the customer | 20 |
| Deliverables as a Team Leader | 25 |
| Inspiring people | 25 |
| **Total Marks** | **100** |

###

### **Entry**

To enter the 2023 CCNNZ National Customer Contact Team Leader of the Year, complete the correct entry form and email it to **info@ccnnz.org.nz before Friday 30 June 2023**

**CNNZ National Awards**

Be sure to book members of your Team and Management team to attend the CCNNZ National Conference, and be there to hear the CCNNZ Award Winners announced at the CCNNZ/CRM Consulting Awards evening on Friday 15 September to ensure you and your team make the most out of your investment in your CCNNZ Award entry.

**CCNNZ National Customer Contact Phone Agent of the Year**

Awarded to the Customer Contact Agent (Outbound or Inbound) who makes the most significant contribution to assist the team and contact centre to meet or exceed key performance objectives.

The entrant is someone who continually strives to strengthen the centre's role and strategic value within their organisation and to the customers they serve.

### **Judging Criteria**

Entries will be judged on the following criteria:

|  |  |
| --- | --- |
| **Judging Criteria** | **Total Marks** |
| What makes you stand out from others in your workplace | 30 |
| Share ways in which you contribute, participate and engage your peers and leadership within your Centre and the wider organisation. | 30 |
| Describe how you manage your day working from the office or home | 30 |
| Endorsement by Team Leader or Manager | 10 |
| **Total Marks** | **100** |

###

### **Entry**

To enter the 2023 CCNNZ National Customer Contact Centre Agent of the Year complete the correct entry form and email it to **info@ccnnz.org.nz before Friday 30 June 2023**

### **CCNNZ National Awards**

Be sure to book members of your team and management team to attend the CCNNZ National Conference, and be there to hear the CCNNZ Award Winners announced at the CCNNZ/CRM Consulting Awards evening on Friday 15 September to ensure you and your team make the most out of your investment in your CCNNZ Award entry.

**CCNNZ National Customer Contact Multimedia Agent of the Year**

Awarded to the Customer Contact Multimedia Agent who makes the most significant contribution to assist the team and contact centre to meet or exceed key performance objectives.

The entrant is someone who continually strives to strengthen the centre's role and strategic value within their organisation and to the customers they serve.

### **Judging Criteria**

Entries will be judged on the following criteria:

|  |  |
| --- | --- |
| **Judging Criteria** | **Total Marks** |
| What makes you stand out from others in your workplace? | 30 |
| Share ways in which you contribute, participate and engage your peers and leadership within your Centre and the wider organisation | 30 |
| Describe how you manage your day working from the office or home | 30 |
| Endorsement by Team Leader or Manager | 10 |
| **Total Marks** | **100** |

###

### **Entry**

To enter the 2023 CCNNZ National Contact Centre Multimedia Agent of the Year, complete the correct entry form and email it to info@ccnnz.org.nz **before Friday 30 June 2023**

### **CCNNZ National Awards**

Be sure to book members of your team and management team to attend the CCNNZ National Conference, and be there to hear the CCNNZ Award Winners announced at the CCNNZ/CRM Consulting Awards evening on Friday 15 September to ensure you and your team make the most out of your investment in your CCNNZ Award entry.

##

**Awards Judging**

## **Judging Timeline**

We have taken on board feedback from our members and have responded by changing the way that we organise our judging panels. We have refreshed the panels and now included are some of the previous year’s awards winners as well as some of the CCNNZ Committee and members that have previous experience in judging Customer Contact Performance.

Judges will short-list entries and all finalists will be contacted by Friday 28 July to arrange a time to present their entries in via Zoom or Teams between Monday 7 August - Friday 25 August 2023. All finalists will be judged during this period.

## **Feedback for Entrants**

### **All Entrants**

All entrants who have not made it through to the finalist stage will be provided with feedback upon request based on:

* Entry documentation and standards of information.
* Quality of entry and key points
* How you “wowed” the judges
* Areas that can be worked on to achieve higher results
* Feedback on judge’s criteria and reasoning (their presentation)

### **Finalists**

All finalists that did not win an award category will be provided with feedback based on:

* Entry documentation and standards of information compared to other entrants
* How you “wowed” the judges
* Quality of entry
* Areas that can be worked on to achieve higher results
* Feedback on judge’s criteria and reasoning

**Presentation of Awards**

The CCNNZ National Award Winners will be announced at the CCNNZ/CRM Consulting Awards evening at the Cordis, 83 Symonds Street, Auckland post the CCNNZ Conference on Friday 15 September. Tickets to the CCNNZ/CRM Consulting Awards evening will be available for purchase at [**www.crmconsulting.co.nz**](http://www.crmconsulting.co.nz)and **www.ccnnz.org.nz**.

Book your tickets early, as this is a very popular industry event.

**Awards Rules**

Please ensure that you read and understand the Award Entry Rules.

1. CCNNZ reserves the right to withdraw an Award category should there be insufficient applications.
2. All entries must be submitted using the attached form, emailed to **info@ccnnz.org.nz****.**
3. Entries must be written by the individuals themselves and they must be employed in the role in which they are competing for.
4. Entries should clearly illustrate how they meet the point scoring criteria and must allow for independent audit of the material submitted.
5. Entries must be received by 5 pm on **Friday 30 June 2023**, including all relevant documentation.
6. Additional information sent via courier or larger files need to be requested and authorised in advance to **info@ccnnz.org.nz****.**
7. Finalists names will be published on the CCNNZ website on Friday 28 July 2023.
8. Finalists must be available to present their entries, via online video (Zoom) or Teams and have or be able to obtain the necessary requirements for the video judging to take place, such as internet access and video camera, between Monday 7 August - Friday 25 August.
All finalists will be judged during this period.
9. The awards are open to Customer Contact Managers, Team Leaders, Agents, Trainers and Professionals of Customer Contact Centres operating in New Zealand.
10. CCNNZ Committee Members, Judges and members of the Judges Panel are ineligible to enter. Judges are ineligible for judging their organisations entrants.
11. CCNNZ Committee Members line reports are eligible to enter.
12. The judges' decision is final.
13. By entering the awards programme, entrants acknowledge that they may be required to be used in publicity without further consent or payment. Such publicity may include without limitation the entrant’s name and/or likeness, voice, photographs and/or video footage of the entrant, biographical information provided by the entrants/winners and/or any statement made by them concerning the awards programme. Entrants agree that any or all such elements may be used by CCNNZ and its sponsors in any and all media in perpetuity throughout the world at their sole discretion.  CCNNZ and its sponsors shall have no obligation to include an entrant in any publicity whatsoever. Note that Applicant’s submissions are strictly confidential and will not be disclosed to any other party.

**Entry Forms**

|  |  |
| --- | --- |
|  | **ENTRY FORM - National****Customer Contact Manager of the Year 2023** |

This award recognises a person involved in managing a customer contact and has made an outstanding contribution to their workplace. They will have displayed the leadership skills, as well as technical knowledge, to make a difference to their Customer Contact Centre in their workplace.

They will demonstrate integrity and outstanding commitment to best practice including effective communication, strategic vision, performance management and working alongside others to ensure quality outcomes.

This award is open to Customer Contact Centre Managers and is applied for by the individuals themselves.

This form must be personally completed by the entrant and must be received **by 5pm on Friday 30 June 2023.** By submitting this form to **info@ccnnz.org.nz****,** you agree to the Award Entry Terms.

You will receive acknowledgement that your entry has been received, within 48 hours of entry. If not, please contact CCNNZ info@ccnnz.org.nz

|  |  |
| --- | --- |
| **Your name** |  |
| **Role title** |  |
| **Organisation** |  |
| **Category entering**  | **CCNNZ 2023 National Customer Contact Centre Manager of the Year** |
| **Email Address** |  |
| **Daytime phone number** |  |
| **Mobile** |  |
| **Physical Address** |  |
| **Postal Address (if different)** |  |

**Thank you for your interest in the CCNNZ National 2023 Contact Centre Awards, and best of luck!
Winner of this Category will receive $500 Prezzy card.
All finalists will receive a complimentary pass to attend the CCNNZ Conference at the Cordis on 15 September 2023 and the CCNNZ/CRM Awards Evening.**

**Please answer the following questions: (500 words maximum per question; 2,000 words total per entry)**

**1. Demonstrate leadership when supporting, educating and engaging your centre to meet or exceed key performance objectives .**

* 1. Describe how your leadership has developed your Centre over the last 12 months aligned to your business purpose and company values.
	2. How do you provide a balanced approach between the needs of the business, customer and your people?
	3. Describe what makes you stand out from your peers?
	4. What is your vision for the future and how will you deliver this?

**2. Describe the processes you have implemented to improve and manage costs and productivity to your business.**

a. What significant achievements has your Centre made in the last 12 months to improve productivity in your business?
b. Describe how you have shared ideas and solutions for greater financial efficiency across your business with information on Suppliers and Vendors if you have involved them.

c. Describe how you have supported strategic initiatives and influenced changes in your team.

d. How do you manage complaints and achieve a win/win solution?

**3. Inspiring people – Demonstrated commitment to your people to develop them to be the best they can be.**

a. Describe how you grow and develop your team members to make them ready for their next role. Please provide examples to support your answer.

b. Describe how you recruit for your centre, internal or external parties involved. How do you get approval to recruit?

c. Describe an area that was under performing, how you identified and managed this area.

d.. What is your leadership style and how this benefits your team and the organisation?

 e.. How you are growing and developing your own skills and knowledge?

**4. What deliverables matter to you as a Manager?**

a. Besides the usual contact centre metrics, have you introduced anything different as a measurement for your centre? Why?

b. Provide a 6-month snapshot of metrics that provide an overview of your Centre and demonstrate your understanding of these.

c. How do you measure Customer Experience and how have you lifted performance of your team to influence the results..

d. What steps did you put in place to deliver this target and did this have any effect on other Key Performance Indicators?

|  |  |
| --- | --- |
|   | **ENTRY FORM - National****Customer Contact Centre Support Professional of the Year 2023** |

This award recognises a person involved in supporting important contact centre functions that ultimately reflect on the front-line performance, such as operations management, work force planning, senior CSR’s or quality assurance and back office administration support.

The entrant will have displayed a clear customer experience focus in applying their skills and knowledge to make a difference within their workplace.

The entrant is someone who demonstrates outstanding commitment to best practice including effective communication and the way they balance the needs of customers, staff, and the business as key stakeholders in the customer contact centre.

This award is open to those that support their centre such as, but not limited to, Workforce Managers/ Planners, Operation Managers, Senior CSR’s or Quality Assurance Analysts and Back office support/administration.

This form must be personally completed by the entrant and must be received by **5pm Friday 30 June 2023** By submitting this form to **info@ccnnz.org.nz****,** you agree to the Award Entry Terms.

You will receive acknowledgement that your entry has been received, within 48 hours of entry. If not, please contact CCNNZ on info@ccnnz.org.nz.

|  |  |
| --- | --- |
| **Your name** |  |
| **Role title** |  |
| **Organisation** |  |
| **Category entering**  | **CCNNZ 2023 National Contact Centre Support Professional of the Year** |
| **Email Address** |  |
| **Daytime phone number** |  |
| **Mobile** |  |
| **Physical Address** |  |
| **Postal Address (if different)** |  |

**Thank you for your interest in the CCNNZ National 2023 Contact Centre Awards, and best of luck!
Winner of this Category will receive $500 Prezzy card.
All finalists will receive a complimentary pass to attend the CCNNZ Conference at the Cordis on 15 September 2023 and the CCNNZ/CRM Awards Evening.**

**Please answer the following questions: (500 words maximum per question; 2,500 words total per entry)**

**1. Describe your commitment and innovation supporting your centre to meet or exceed performance targets??**

a. Describe your Centre organisation structure and where your function fits.

b. What is your personal vision and how does it relate to the Company vision?

c. How will you deliver the vision and what actions have you taken to ensure this is achieved.

d. Describe an innovation you have implemented to assist your centre’s performance.

**2. Share the ways in which you contribute, participate and engage key stakeholders within your centre, the wider organisation and industry as a whole**.

a. Describe the ways in which you support, educate and engage the various units and leadership roles in your centre.

b. Describe the ways in which you support, educate and engage with the wider organisation and within the industry as a whole.

c. What is the most difficult part of your role with these interactions and how do you deal with it?

**3. Describe your approach to the key functions of your role and commitment to the customer in your planning**

a. Describe your day to day role, and your approach to this role with focus on the customer.

b. What deliverables matter and why are these important?

c. What makes your business performance targets a good fit for your organisation and how have you personally influenced the results?

d. What is the hardest business performance metric to achieve at your centre and why?

e. Provide a 6-month snapshot of metrics that provide an overview of your Centre’s business performance and demonstrate the value you add.

**4. Describe a key challenge you have resolved in the past year?**

a. What was the challenge and why was it important?

b. What steps did you take to resolve the challenge?

c. What went well and what would you do differently next time?

d. What were your personal learnings from resolving the challenge - skill gaps and plans to close these?

**5. Describe 3 key challenges you see in the next 12 months in your business and your plans to resolve one of them?**

a. Describe the three challenges in terms of customer, staff and business impact.

b. Pick one of the challenges and provide a step by step plan indicating what you would do, who you would involve and the deliverables from each step.

c. Describe what you expect to be the hardest part of implementing your plan successfully and why.

|  |  |
| --- | --- |
|  | **ENTRY FORM - National** **Customer Contact Centre Team Leader****of the Year 2023** |

This award recognises a person involved in a Team Leader role that has made an outstanding contribution to their workplace. They will have displayed the leadership skills, as well as technical knowledge, to make a difference to their team within the Customer Contact Centre in their workplace.

They will demonstrate integrity and outstanding commitment to best practice including effective communication, performance management and working alongside others to ensure quality outcomes.

This award is open to Team Leaders

This form must be personally completed by the entrant and must be received **by 5pm on Friday 30 June 2023**

By submitting this form to **info@ccnnz.org.nz**, you agree to the Award Entry Terms.

You will receive acknowledgement that your entry has been received, within 48 hours of entry. If not, please contact CCNNZ on info@ccnnz.org.nz

|  |  |
| --- | --- |
| **Nominator (optional)** |  |
| **Role title (Optional)** |  |
| **Your name** |  |
| **Role title** |  |
| **Organisation** |  |
| **Category entering**  | **CCNNZ 2023 National Contact Centre Team Leader of the Year** |
| **Contact Centre Size (FTE)** |  |
| **Email Address** |  |
| **Daytime phone number** |  |
| **Mobile** |  |
| **Physical Address** |  |
| **Postal Address (if different)** |  |

**Thank you for your interest in the CCNNZ National 2023 Contact Centre Awards, and best of luck!
Winner of this Category will receive $500 Prezzy card.
All finalists will receive a complimentary pass to attend the CCNNZ Conference at the Cordis on 15 September 2023 and the CCNNZ/CRM Awards Evening.**

**Please answer the following questions: (500 words maximum per question; 2,500 words total per entry)**

1.**Demonstrate leadership when supporting, educating and engaging your team to meet or exceed key performance objectives .**

* 1. Describe how your leadership has developed your Team over the last 12 months aligned to your business purpose and company values.
	2. How do you provide a balanced approach between the needs of the business, customer and your team?
	3. Describe what makes you stand out from your peers?

**2. Share the ways in which you contribute, participate and engage key stakeholders within your Centre, the wider organisation and industry .**

a. What significant achievements have you and your team made in the last 12 months?

b. Describe the ways in which you support, educate and engage your team.

c. Describe the ways in which you support, educate and engage with the wider organisation and within the industry.

**3. Describe what you define as great customer service and how you ensure your customers receive this.**

a.Describe how you measure your success in delivering exceptional customer service.

b. How have you personally influenced the result?

c. Describe how you manage Customer Complaints and support your team to be enable them to resolve complaints without escalation..

**4. What deliverables matter to you as a Team Leader?**

a. Why are these important and how do you manage these on a day to day basis?

b. Provide results for the last 6 months of your key metrics and explain each metric..

c.. Describe how you support your team working in the office and working from home. How do you keep them supported and motivated?

e. What steps did you take to change your leadership style to ensure your team would be involved with suggestions for change and improvements?

**5. Inspiring people – Demonstrated commitment to your people to develop them to be the best they can be.**

a. Describe how you grow and develop your team members to make them ready for their next role. Please provide examples to support your answer.

b. Describe how you recruit for your team –internal & external parties used and the process you use.

c. Describe an employee who was under performing, how you identified and managed this to achieve the required improvement

d.. What is your leadership style and how does this benefits your team and the organisation?

e.. How you are growing and developing your own skills and knowledge. Please provide your development plan.

|  |  |
| --- | --- |
|  | **ENTRY FORM - National****Customer Contact Centre Trainer****of the Year 2023** |

This award recognises a person involved in training who has made an outstanding contribution to the training and learning culture in their workplace. They will have displayed the leadership skills, as well as technical knowledge, to make a difference to training engagement, participation and results in their workplace.

They will demonstrate integrity and outstanding commitment to best practice including a structured training process and plan, support to prepare trainees well for training, and working alongside others to ensure quality outcomes.

This award is open to anyone who delivers training within an organization, including team leaders, managers, analysts, or HR.

This form must be personally completed by the entrant and must be received by 5pm **on Friday 30 June 2023**. By submitting this form **to** **info@ccnnz.org.nz**, you agree to the Award Entry Terms.

You will receive acknowledgement that your entry has been received, within 48 hours of entry. If not, please contact CCNNZ on info@ccnnz.org.nz

|  |  |
| --- | --- |
| **Trainer name** |  |
| **Role title** |  |
| **Organisation** |  |
| **Category entering**  | **CCNNZ 2023 National Contact Centre Trainer of the Year** |
| **Email Address** |  |
| **Daytime phone number** |  |
| **Mobile** |  |
| **Physical Address** |  |
| **Postal Address (if different)** |  |

**Thank you for your interest in the CCNNZ National 2023 Contact Centre Awards, and best of luck!
Winner of this Category will receive $500 Prezzy card.
All finalists will receive a complimentary pass to attend the CCNNZ Conference at the Cordis on 15 September 2023 and the CCNNZ/CRM Awards Evening.**

 **Please answer the following questions: (500 words maximum per question; 2,000 words total per entry)**

1. **What makes you stand out from others in your workplace?**
2. Describe how your training initiatives have supported the development of your Centre over the last 12 months.
3. What is your next step/initiative in your workplace? What is the required outcome?
4. Describe why you stand out from others in your workplace?

**2 Describe your Induction programme for new employees**

1. Provide details on your Induction programme including length of the induction.
2. Describe how you provide ongoing support after the Induction is completed.
3. Who do you involve in the Induction programmes and why?
4. Describe how you work alongside the leadership team?

**3 Describe how you prepare a training programme for any changes or new products /systems**

1. Who do you involve in preparing training notes and delivering this training for changes or new products / systems?
2. How do you test the training provided delivers the required skills and knowledge?
3. Describe the feedback you receive at the end of any training provided.= Please provide examples

**4 What deliverables matter to you as a trainer?**

1. Provide your own key performance measures. Please provide a 6 month result on these performance measures with explanation on each one.
2. What did you introduce to your training to support these deliverables and did this have any effect on other Key Performance Indicators?
3. How are you growing and developing yourself? Please provide your current development plan.

|  |  |
| --- | --- |
|  | **ENTRY FORM - National****Customer Contact Centre Agent****of the Year 2023** |

This award recognises a person in a front-line role who has made an outstanding contribution to their workplace. They will have displayed the customer service skills, as well as the technical knowledge, to make a difference to their contribution within the Centre and in their workplace.

They will demonstrate integrity and outstanding commitment to best practice including excellent customer service, excellent sales skills if that is part of their role, effective communication, and working alongside others to ensure quality outcomes.

This award is open to Inbound or Outbound Agents (either customer service or sales)

This form must be personally completed by the entrant and must be received **by 5pm on Friday 30 June 2023**. By submitting this form **to** **info@ccnnz.org.nz****,** you agree to the Award Entry Terms.

You will receive acknowledgement that your entry has been received, within 48 hours of entry. If not, please contact CCNNZ on info@ccnnz.org.nz

|  |  |
| --- | --- |
| **Your name** |  |
| **Role title** |  |
| **Organisation** |  |
| **Category entering**  | **CCNNZ 2023 National Contact Centre Agent of the Year**  |
| **Email Address** |  |
| **Daytime phone number** |  |
| **Mobile** |  |
| **Physical Address** |  |
| **Postal Address (if different)** |  |

**Thank you for your interest in the CCNNZ National 2023 Contact Centre Awards, and best of luck!
Winner of this Category will receive $500 Prezzy card.
All finalists will receive a complimentary pass to attend the CCNNZ Conference at the Cordis on 15 September 2023 and the CCNNZ/CRM Awards Evening.**

**Please answer the following questions and get your Team Leader and/or Manager to complete the 4th question: (500 words maximum per question; 2,000 words total per entry)**

**1. What makes you stand out from others in your workplace?**

a. Describe why you stand out from others in your workplace?

b. Describe 3 Customer complaints you have resolved – the reason for the complaint and your actions to resolve.

**c.** How are you growing and developing your skills? Please provide a copy of your development plan and what training or study you intend to do to facilitate your development plan**.**

**2. Share the ways in which you contribute, participate and engage your peers and leadership within your Centre, and the wider organisation.**

a. Describe the ways in which you ensure you keep up to date with all new information and initiatives.

b. Describe the ways in which you support and engage with your peers, including those working from home as well as keeping the leadership team involved in your day.

c. Describe how you support your peers who may be struggling with some Customer calls.

d. Describe how you share your ideas with leadership and other parts of your business.

**3. Describe how you manage your day.**

a. As you have gained more experience in a Contact Centre what do you do differently working in the Centre or working from home?

b. Provide a report for the last 6 months on your performance against your key performance metrics and how you gained these results. **(Must include quality results)**

c. How do you manage these on a day to day basis?

**4. Endorsement by Team Leader and or Manager.**

a. What makes the Agent stand out from others in your team?

b. How does the Agent contribute to the overall success of the centre/team?

**Please ensure you include your name, role and contact details in case the judges need to contact you.**

|  |  |
| --- | --- |
|  |  **ENTRY FORM - National****Customer Contact Centre Multimedia Agent****of the Year 2023** |

This award recognises a person in a front-line role who has made an outstanding contribution to their workplace. They will have displayed the customer service skills, as well as the technical knowledge, to make a difference to their contribution within the Contact Centre and in their workplace.

They will demonstrate integrity and outstanding commitment to best practice including excellent customer service, excellent sales skills if that is part of their role, effective communication, and working alongside others to ensure quality outcomes.

This award is open to Agents (either customer service or sales)

This form must be personally completed by the entrant and must be received by **5pm on Friday 30 June 2023**. By submitting this form to i**nfo@ccnnz.org.nz**, you agree to the Award Entry Terms.

You will receive acknowledgement that your entry has been received, within 48 hours of entry. If not, please contact CCNNZ on info@ccnnz.org.nz

|  |  |
| --- | --- |
| **Your name** |  |
| **Role title** |  |
| **Organisation** |  |
| **Category entering**  | **CCNNZ 2023 National Contact Centre Multimedia Agent of the Year** |
| **Email Address** |  |
| **Daytime phone number** |  |
| **Mobile** |  |
| **Physical Address** |  |
| **Postal Address (if different)** |  |

**Thank you for your interest in the CCNNZ National 2023 Contact Centre Awards, and best of luck!
Winner of this Category will receive $500 Prezzy card.
All finalists will receive a complimentary pass to attend the CCNNZ Conference at the Cordis on 15 September 2023 and the CCNNZ/CRM Awards Evening.**

**Please answer the following questions and get your Team Leader and/or Manager to complete the 4th question: (500 words maximum per question; 2,000 words total per entry)**

**1. What makes you stand out from others in your workplace?**

a. Describe why you stand out from others in your workplace.

b. Describe 3 Customer complaints you have resolved – the reason for the complaint and your actions to resolve. **(1 Complaint from web chat; 1 complaint from social media, and one complaint from email or phone)**

c.. How are you growing and developing your skills. Please provide a copy of your development plan and what training or study you intend to do to facilitate your development plan.

**2. Share the ways in which you contribute, participate and engage your peers and leadership within your Centre and the wider organisation.**

a. Describe the ways in which you ensure you keep up to date with all new information and initiatives.

b. Describe the ways in which you support and engage with your peers including those working from home as well as keeping the leadership team involved in your day.

c. Describe how you support your peers who may be struggling with some Customer calls using Web chat, Social Media or phone/email.

d. Describe how you share your ideas with leadership and other parts of your business .

**3. Describe how you manage your day**

a. As your have gained more experience working in the Contact Centre, what do you do differently working in the centre or working from home?

b. Provide a report for the last 6 months on your performance against your key performance metrics and how you gained these results. (**Must include quality results)**

c. How do you manage these on a day to day basis?

**4. Endorsement by Team Leader and or Manager.**

a. What makes the Agent stand out from others in your team?

b. How does the Agent contribute to the overall success of the contact centre/team?

**Please ensure you include your name, role and contact details in case the judges need to contact you.**