



2019 Individual Nomination Form

The form must be completed to nominate for the 2019 Australian Service Excellence Awards. Once you have completed all sections you must email this form along with any supporting documents to awards@csia.com.au

Alternatively, you can may choose to complete our online nomination form at csia.com.au/nominate

Need Help?

For more information about the 2019 Australian Service Excellence Awards program, you can refer to our [Program Brochure](#) or [Frequently Asked Questions](#).

If you have any questions, please contact CSIA on **1300 912 700** or email us at awards@csia.com.au

Section A Nominator Details

I wish to nominate: Myself Someone else

Nominator Name

Job Title

Organisation Name

Organisation ABN

Business Phone

Mobile

Email



Section B Nominee Details

Nominee Name

Job Title

Organisation Name

Organisation ABN

Business Phone

Mobile

Email

Nominee Address

Street

City

State

Postcode

Section C

Category

If your organisation is submitting across multiple categories, a separate form must be completed for each nomination.

Please select only ONE (1) box below.

Customer Service Executive of the Year

Customer Service Manager of the Year

Customer Service Leader of the Year

Customer Service Professional of the Year

Customer Service Advocate of the Year



Section D

Judging Criteria

The five sections below should be used to explain the role of the individual nominee, and why you feel they should be considered for the relevant award category.

The questions that we ask are related to the core elements of the International Customer Service Standard (ICSS: 2015-2020). We'd recommend reviewing the Standard as a way of familiarising yourself with some of the issues and factors that may be considered in judging your submission. Where possible, please provide specific examples of how the nominee has delivered against the core elements of the Standard, as referenced below:



Learning and growth perspective

Culture

How do you create a culture of customer service and what do you put into it?



Operational perspective

Consistency

How do you ensure consistency in the delivery of customer service?



Service perspective

Quality

How do you deliver a high quality of customer service in your organisation?



Financial perspective

Performance

How does customer service impact business performance?

We've created this document to allow you to complete the form quickly and easily, but we do set a maximum word count for your submission — no more than 2,500 words.

Any accompanying documentation or collateral that you feel is relevant is not included in this word count. Please supply your supporting documents separately when you submit your nomination online or via email.



Overview of nominee and their role Word count 500

Please provide an explanation of the nominee, their role, and why you feel that they should be considered for an award.



Learning and growth perspective Word count 500

How has the nominee improved the skills and talents of themselves and those around them in their role? How have they ensured that the organisation is delivering customer service excellence?

Tip: Review this perspective in the Standard as a way of familiarising yourself with some of the issues and factors that may be considered in judging your submission. Be sure to provide specific examples of how the nominee has delivered against the core elements of this perspective in the Standard.



Operational perspective Word count 500

How has the nominee ensured a consistent level of customer service within the organisation? How has the nominee innovated in their role to ensure a better level of customer service? How have they ensured after sales service is delivered?

Tip: Review this perspective in the Standard as a way of familiarising yourself with some of the issues and factors that may be considered in judging your submission. Be sure to provide specific examples of how the nominee has delivered against the core elements of this perspective in the Standard.



Service perspective - Word count 500

How has the nominee worked with customers, suppliers and partners to deliver a better quality of product or service for the organisation? If applicable, how have they used market trends and industry best practice to deliver better customer service? How have they built long-term relationships with customers?

Tip: Review this perspective in the Standard as a way of familiarising yourself with some of the issues and factors that may be considered in judging your submission. Be sure to provide specific examples of how the nominee has delivered against the core elements of this perspective in the Standard.



Finance and governance perspective - Word count 500

How has the nominee created growth in revenue, cost efficiencies and profit for the organisation in delivering superior customer service? If applicable, how has corporate social responsibility played a role in what they do?

Tip: Review this perspective in the Standard as a way of familiarising yourself with some of the issues and factors that may be considered in judging your submission. Be sure to provide specific examples of how the nominee has delivered against the core elements of this perspective in the Standard.



Section E Referees

You must provide two referees in support of each individual nomination.

*NOTE: Referees will only be contacted a) when nominees are selected as finalists, and b) if required by the ASEAs Judging Committee.

Referee #1

Referee Name

Organisation Name

Referee Job Title

ABN

Phone (business)

Industry

Mobile

Email

Referee #2

Referee Name

Organisation Name

Referee Job Title

ABN

Phone (business)

Industry

Mobile

Email



Section F Authorisation To Nominate

In order to ensure that your nomination submission can progress, it's important for us to know that you have the full support of your organisation in submitting. This section is to be completed by an authorised representative of the organisation (e.g., CEO).

Authorised Organisation Representative's Details

Name	Job Title
Mobile	Business Phone
Email	

- I acknowledge and confirm my support for this nomination
- I have read and agree to the **Terms and Conditions** associated with submitting a nomination for the 2019 Australian Service Excellence Awards.
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Section G Payment

Are you a CSIA member? Yes No

NOTE: Membership applies to the nominator and not the nominee.

Payment Options

- Pay now via Credit Card**
CSIA will contact you to arrange payment via credit card over the phone.
- Pay later via Invoice**
CSIA will prepare an invoice to be sent to you.
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