



Australian  
Service  
Excellence  
Awards

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## 2019 Organisation 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](mailto:awards@csia.com.au)

Alternatively, you can may choose to complete our online nomination form at [csia.com.au/nominate](http://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](mailto:awards@csia.com.au)

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### Section A Nominator Details

Nominator Name

Job Title

Organisation Name

Organisation ABN

Business Phone

Mobile

Email

Has your organisation entered the Australian Service Excellence Awards before?

Yes

No

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## Section B

## 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 Project of the Year
- 
- Customer Service Team of the Year
- 
- Customer Service Organisation of the Year - Large Business  
(More than 500 employees)
- 
- Customer Service Organisation of the Year - Medium Business  
(90-500 employees)
- 
- Customer Service Organisation of the Year - Small Business  
(Less than 90 employees)
- 
- Customer Service Organisation of the Year - Government/ Not-for-Profit
- 
- Customer Service Organisation of the Year - Retail
- 
- Service Excellence in a Large Contact Centre  
(100+ FTEs)
- 
- Service Excellence in a Medium Contact Centre  
(20-100 FTEs)
- 
- Service Excellence in a Small Contact Centre  
(Less than 20 FTEs)
-



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## Section C Nomination Details

### Is your nomination for?

Please ensure that your organisation / department, team name, project name and/or contact centre name is written accurately. This information will be used to create your certificate if you are a finalist and/or a winner.

**Project**

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Organisation Name (include department or division, if applicable)

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Project Name

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Is this project already complete?  Completed  Ongoing

**Team**

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Organisation Name (include department or division, if applicable)

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Team Name

Team Size (head count)

**Organisation**

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Organisation Name (include department or division, if applicable)

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Organisation Size (number of employees)

**Contact Centre**

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Organisation Name (include department or division, if applicable)

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Contact Centre Name

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Contact Centre Size (seats)

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## Key Contact Details

Same as Nominator

Name

Job Title

Phone/Mobile

Email

## Organisation Address

Street

City

State

Postcode

## Site Visit Details

If your organisation is a finalist in your nominated category, will the above address be the address for the judging site visit?

Yes  No

If no, please fill in the site visit address

Street

City

State

Postcode

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## 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.



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**Overview of project, team, or organisation** Word count 500

Please provide an explanation of the project, team, or organisation and why you feel that it should be considered for an award.



**Learning and growth perspective** Word count 500

How has the project, team, or organisation improved the skills and talents of staff to deliver superior customer service? How have they ensured that the organisation overall 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 project, team or organisation ensured a consistent level of customer service within the organisation? How has the project, team or organisation been innovative in ensuring 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 project, team, or organisation 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 has it 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 project, team or organisation 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 this?

**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 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 F Payment

My organisation is a current CSIA Corporate Member  Yes  No

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### Payment Options

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