

2019 Awards Program

Recognising and rewarding the ingenuity and innovation of Australia's most outstanding customer service driven organisations and individuals.



Australian
Service
Excellence
Awards



Key Dates

06 February	ASEAs nominations open
06 June	ASEAs nominations close
14 June	Finalists are notified The Awards judging committee determine finalists based on nomination submissions
June to September	Judging Interviews <ul style="list-style-type: none">• On-site interviews (for organisations, teams and projects)• In-depth interviews (for individuals)
Mid to late October	Gala Presentation Dinner Winners are announced at the ASEAs gala presentation dinner to be held in Melbourne (exact date to be announced in February 2019)

For more information about the 2019 Australian Service Excellence Awards program, contact the CSIA team on **1300 912 700** or email awards@csia.com.au

Award categories

Organisations

- Customer Service Project of the Year
- Customer Service Team of the Year
- Customer Service Organisation of the Year - Large Business
- Customer Service Organisation of the Year - Medium Business
- Customer Service Organisation of the Year - Small Business
- Customer Service Organisation of the Year - Government / Not-for-profit
- Customer Service Organisation of the Year - Retail
- Service Excellence in a Large Contact Centre
- Service Excellence in a Medium Contact Centre
- Service Excellence in a Small Contact Centre

Individuals

- 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