**Nomination Form**

**CUSTOMER MULTI-CHANNEL STAR**

**Nominee’s Details**

|  |  |
| --- | --- |
| **Name of Nominee** |  |
| **Email Address** |  |
| **Best Contact Number** |  |
| **Digital Photo of Nominee** | \* Please attach a digital photo of the nominee when you submit your application via email. This is part of the nomination process. |

Nominated by

|  |  |
| --- | --- |
| **Name** |  |
| **Job Title** |  |
| **Company** |  |
| **Email Address** |  |
| **Best Contact Number** |  |
| **Line Manager Name** |  |
| **Line Manager Approval** | Yes/No |

All correspondence regarding this nomination will be sent to the Nominator.

**Statement on the impact of Covid-19**

2020 has become a highly challenging year for Contact Centres, with Covid-19 having an unprecedented impact on all aspects of operations. The incredible hard work that has taken place in the face of extremely difficult conditions means that NECCA’s mission to recognise, honour and celebrate all those unsung heroes of our industry is more important than ever.

The judging team understands that organisations, teams and individuals have been continuing with service delivery in a very demanding environment. This will be taken into account across all aspects of the judging process, so please use your nomination to inform us how you have reacted, adapted, responded and performed throughout the lockdown period, for example specific ways you have maintained service quality / responsiveness.

Remember also that nominations for this year’s awards cover the period from September 2019 – July 2020, so you should also refer to the nominee’s performance prior to the crisis.

**Guidance on Entering**

* All entries will be scored against the category criteria outlined below.
* Before beginning to complete this form, we recommend you read the criteria and download and read the nomination toolkit from the resources page of the website. The toolkit contains all the information you need about the judging and application process, and valuable advice on entering. Please download this document and refer to it while completing your submission: [www.necca.co.uk/resources](http://www.necca.co.uk/resources)
* Please also ensure you sign up to the mailing list via the website for updates and news on the awards: [www.necca.co.uk](http://www.necca.co.uk)
* If at any point during the nomination process, you have any questions or queries don’t hesitate to contact Laura Rushton who is your main point of contact for nominations and will be happy to advise: [laura@projects-studio.co.uk](mailto:laura@projects-studio.co.uk) / +44 07721 663769
* Completed nominations should be emailed to [laura@projects-studio.co.uk](mailto:laura@projects-studio.co.uk). Please state the name of the nominated individual, team or contact centre and award applied for in BLOCK CAPITALS in the subject line, and attach any supporting documents as outlined below.
* Nominations will be accepted from **18 May 2020,** with a deadline of **5pm on 31 July 2020**. The shortlist will be announced **21 September 2020.**
* **The Awards Ceremony will take place on Friday 20th November 2020.**

**Your Submission**

* Please complete sections 1 - 5 for each award category.
* If you are making more than one nomination, please submit a separate form.
* Ensure you are familiar with the word count in each section. You will not be able to exceed this so please use this wisely to showcase your achievements.
* Bullet points are acceptable.
* Section 1 of submission is not scored. Sections 2, 3,4 and 5 are scored.

**Include in your submission:**

* Evidence of impact and achievements through the individual’s efforts and exceptional customer service experience. (In form)
* Details and results of any training, technology, community-based initiative etc.
* Customer, management quotes and feedback. (Use separate attachment as necessary)
* Details of recent external accreditation or recognition. (Use attachments as necessary)
* A hi-res JPEG/PNG version of your company logo. (Use attachments as necessary)
* A digital photograph of the individual that may be used as part of the Awards Programme. (Please attach to email submission)

**Criteria**

**CUSTOMER MULTI-CHANNEL STAR**

This award seeks to find a motivated frontline **Multi-Channel Advisor** who has delivered outstanding customer experiences. These can include voice, text, social media, video and web chat.

The person should describe **What** they have delivered, **How** they achieved it and is able to demonstrate and articulate the **positive impact** of their service in in four sections **customer, company, colleague and conduct.**

The winning individual will have demonstrated outstanding achievement against some, or all, of the following criteria:

**Customer**

* Delivers outstanding customer service, consistently meeting or exceeding customer experience and satisfaction targets, shows initiative to improve customer loyalty by enabling a personalised customer experience.
* Optimises a number of channels to their fullest potential, shows interest and empathy to understand the customers’ needs in order to identify the appropriate solution.

**Company**

* Performs exceptionally in all aspects of their role, consistently meeting or exceeding performance objectives, whilst achieving required quality and compliance.
* Uses different channels in combination to resolve customer queries in the channel of their choice. Shows commitment and ownership of personal performance.

**Colleague**

* An influential team member who contributes towards helping other team members development.
* Is an active and observant team member that shows care and empathy towards colleagues.
* Participates positively to team/centre activities and is passionate about the wellbeing of colleagues.

**Conduct**

* Demonstrates a willingness to go above and beyond.
* Acts as a role model for others and has a positive impact on the image of the Contact Centre.
* Demonstrates enthusiasm, energy, inspiration and professionalism.

**Section 1: About the Nominee** (This section is not scored)

Where does the nominee work? What does that organisation do? What is the nominee’s role within the organisation? (max 150 words)

ENTER YOUR TEXT IN THE BOX BELOW.

**Section 2: What did the Individual achieve?**

What did the Individual achieve in the last 12 months? (max 200 words).

ENTER YOUR TEXT IN THE BOX BELOW.

**Section 3: How did the Individual achieve what they did?**

Please describe how did the Individual achieve what they did? (max 200 words).

ENTER YOUR TEXT IN THE BOX BELOW.

**Section 4: Describe the Impact of the Individual’s work.**

Please describe the impact of their work on their customers, colleagues and company. How did they conduct themselves during this time? (max 200 words in total in each section).

ENTER YOUR TEXT IN THE BOX BELOW

|  |
| --- |
| **CUSTOMER** (200 words) |
| **COLLEAGUE** (200 words) |
| **COMPANY** (200 words) |
| **CONDUCT** (200 words) |

**Section 5: Why should this Individual be crowned the North East Contact Centre 2020 - Customer Multi-Channel Star?** (max 200 words).

Please describe why you feel that this Individual should be “The Customer Multi-Channel Star”?

ENTER YOUR TEXT IN THE BOX BELOW