



call centre
management
association

AWARDS
2013

Would you like to be acknowledged as a world class call centre professional?

Of course you would! So what are you waiting for? Here's how you can do it...

The Call Centre Management Association awards, now in their 18th year, take place in April 2013 and we want nominations from Call Centre Managers, Team Managers, Help Desk Managers, Training/HR Managers and other Business Partners for these prestigious, world class awards.

This is the sixth year of our Emergency Control Room Awards and we will be announcing new award categories soon, in the meantime please contact us for full details.

The CCMA awards recognise those people who are working to make their Call Centres professional and at the front of the industry. Our awards are unique, - the winner of the Call Centre Manager of the Year award not only receives recognition across the UK profession but we will take them, all expenses paid, to the European (ECCCO) Awards to be recognised and applauded for their achievements in front of Call Centre Managers from across Europe.

It could be you. Excited? Now read on...

Nomination Form

Your name: _____

Job Title: _____

CCMA Membership No. _____

(If in process of joining, quote date applied)

Address of Call Centre: _____

Email: _____ Tel. No. (Direct): _____

By the way, it's OK to nominate yourself!

Nominated By: _____ Job Title: _____

Tel. No. (Direct): _____ Email: _____

Address (if different from above): _____

IMPORTANT: Please enclose a separate sheet detailing the reasons why you believe that the nominee should be the Call Centre Management Association's UK Call Centre Manager/Team Manager/Support or Emergency Control Room Manager. You should also include brief organisational charts showing the reporting structure of the organisation and Call Centre.

If you are not already a CCMA Member and would like to enter the CCMA Awards 2013, please phone us on **01477 500826** or visit our web site: **www.ccma.org.uk** and complete an application form today.

If you are interested in sponsorship opportunities please contact us on 01477 500826