

MEDIA RELEASE
CUSTOMER SERVICE COUNCIL - NATIONAL CUSTOMER SERVICE EXCELLENCE AWARDS

The 2012 Customer Service Council Awards, in its 10th year saw the National Awards gala event opened by the Lord Mayor of Perth the Rt Honourable Lisa M Scaffidi, MC by Vice Chairman of the Customer Service Council Mr Ben Oxford and a sell out crowd with over 30 organisations represented from all over the country Brisbane, Sydney, Melbourne and Perth attending the event.

The competition, number and quality of entries was the largest in our history, 1,000's of enquiries and expressions of interest from across the country around the awards program were received.

The rigorous process of completing the submission, presenting to a judging panel of no less than 04, independently mystery shopped by Shopper Anonymous, and then presented at an elite gala event, this year at the Burswood / Crown Entertainment complex.

The National Customer Service Council Awards medal winners included a prestigious and very competitive group this year -

Large Category:

Gold Telstra (Melbourne Telstra|Connect@717 contact centre),

Silver iiNet,

Bronze Computershare Communications Services.

Medium Category:

Gold Western Power Customer Service Centre,

Silver Teletech/Aussie Homeloans, St Andrews Australia,

Bronze Multi Direct Charity Fundraising Centres.

Small Category Gold: Edith Cowan University Contact Centre,

Silver Loans.com.au,

Bronze Landgate - Perth Office.

Congratulations to all of the winners who now join an elite group and history written, raising the standards of customer service excellence!

On behalf of the Customer Service Council Board and Executive I would like to extend congratulations to all of our winners in this most competitive year and for raising the standards of Customer Service across Australia.

Kind Regards

Chris Lejmanoski

Chairperson



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CUSTOMER SERVICE COUNCIL



2012 WINNERS ANNOUNCED

Prestigious Black Tie National Event
"The Oscar's of the Customer Service Industry"
National Customer Service Excellence Awards
Winners "Best of the Best" for Customer Service Excellence

Congratulations to all the Winners at the National Customer Service Council Awards:



Large Category

Gold Telstra (Melbourne Telstra|Connect@717 Contact Centre)

Silver iiNet

Bronze Computershare Communications Services



Medium Category

Gold Western Power Customer Service Centre

Silver Teletech/Aussie Homeloans

Silver St Andrews Australia

Bronze Multi Direct Charity Fundraising Centres



Small Category

Gold Edith Cowan University Contact Centre

Silver Loans.com.au

Bronze Landgate - Perth Office

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