



CUSTOMER SERVICE EXCELLENCE AWARDS 2018



*...celebrating success,
inspiring excellence...*

AWARDS ENTRY REGISTRATION FORM

Please scan and e-mail this completed registration form along with any accompanying documents to awards@zicuma.com.
Please make sure you go through Awards Methodology Document for all the necessary requirements for entry.

Please complete this form in **BLOCK LETTERS**

Company Name:	
Postal Address:	
Service Sector:	Please tick if Public <input type="checkbox"/> or SME <input type="checkbox"/>
Contact Numbers:	

AWARDS ENTRIES

Select any one or more categories that you want to enter and compete in. Mark with an X.

Best in Class	Contact Centre of the Year
Best Application of Technology to Improve Customer Experience	Service Quality Award (For Manufacturing Entities)
Customer Commitment Award (SME & Large Enterprises)	Customer Service Strategic Leadership Award
Customer Service Innovation of the Year	Customer Service Business Leader Award
Best Use of Social Media to Improve Customer Experience	Customer Service Personality of the Year
Customer Experience organisation of the year	Technical Support team of the Year
Efficient Utilization of Multichannel Support	Customer Experience Team of the Year

If you selected individual categories, please list the nominated individuals here.

Nominee:	Category:
Nominee:	Category:
Nominee:	Category:
Nominee:	Category:
Nominee:	Category:

AUTHORISATION

I, the undersigned hereby authorize the above registration booking. I confirm that I have read the awards methodology and understand the Terms and Conditions and I am authorized on behalf of my organization to sign this registration.

Name:	
Designation:	
Cell:	Email:
Signature:	Date:

FOR MORE INFORMATION

For more information about this event or about our comprehensive range of services, membership, call centre and customer service consulting and management coaching services, trainings, conferences and seminars please contact us on:

Cell: +260 97 218 0050, +260 96 333 7530, +260 95 494 7747 or e-mail: info@zicuma.com, awards@zicuma.com

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