



NCSA Central Florida Chapter 2020 Circle of Excellence Nomination Form

All Nominations are due: July 31, 2020

Dear Circle of Excellence Participant,

The Central Florida Chapter of the National Customer Service Association is delighted and excited that you have elected to participate in this year's annual Circle of Excellence awards to recognize the very best contact center representatives in Central Florida. The Association selects the winners based on your identified metrics, specific performance of your honoree, and a narrative describing why your nominee exemplifies the spirit of a Diamond Award Winner in their category.

To complete the nomination form, move to each open field on the table below, and complete the necessary information. When finished, use the **SAVE AS** function and save the document as **COE [Last Name of Employee]**. This will help the committee a great deal with organizing the nominations.

Finally, attach the documents to an email and send it to **ncsacoe@gmail.com** by **July 31, 2020**.

VERY IMPORTANT: At a minimum, one professional profile photo of the nominee is required. All photos must be sent as an attached jpeg file, and be titled with the agent's name. (hollyfaries1.jpeg, hollyfaries2.jpeg)

Should you have any questions or need assistance, please email **ncsacoe@gmail.com**. Thank you!

Participation includes acknowledgement in providing the COE Committee the absolute and irrevocable right and permission, with respect to photographs, videos and/or audio recordings, that have been or may be taken of participants in the Circle of Excellence Program: (a) To use, re-use, modify, publish and republish the same in whole or part, individually or in conjunction with other photographs, in any medium and for any purpose, including (but not by way of limitation) illustration, promotion and advertising and trade, and (b) to use your name(s) and those of the nominee(s) in connection therewith if the COE Committee so chooses. (c) Participation includes a release and discharge of the COE Committee from any and all claims and demands arising from or in conjunction with the use of photographs, videos, and/or audio recordings.

Category	<input type="checkbox"/> Sales <input type="checkbox"/> Customer Service <input type="checkbox"/> Collections <input type="checkbox"/> Support Staff/Help Desk <input type="checkbox"/> Contact Center Supervisor
Company Name	
NOMINEE INFORMATION	
Name	
Email	
Work Phone	
IMMEDIATE SUPERVISOR/MANAGER INFORMATION	
Name	
Email	
Work Phone	

PERFORMANCE METRICS – Section 1

This next section will describe to the COE Judges how you determined your nominee’s performance.

Please use the space below to help paint a picture of your nominee’s key attributes
(e.g. schedule adherence, productivity, etc.)

Overall Comments

In regards to metrics and performance, please provide a synopsis of your nominee. In this section you will want to compare target and results. What did your nominee contribute to the team and company goals? Please type your answer in the field below, and keep answers to 300 words or less.

To count number of words, highlight the text; click on Review in the top menu – in newer versions of Office; then click the Word Count icon on the menu bar.

THE HONOREES' STORY – Section 2

Narrative/Biography: Why does your nominee deserve the **Diamond Circle of Excellence** recognition? What makes this nominee unique? How do they contribute in the workplace, his or her home or communities? Please type your answer in the field below, and keep your answer to no more than 300 words.

To count number of words, highlight the text, click Review on the top menu – in newer versions of Office, then click the Word Count icon on the menu bar.

NOMINEE'S INSIGHT AND INSPIRATION – Section 3

Please have the nominee answer the following two questions. Type in his or her answers in the fields under each question.

1. What inspires you to excel?

2. What is your "mantra" or favorite motivational quote that guides you in your daily work life?

On behalf of the committee, thank you for completing this form.

Please remember to email a photo of your nominee with the nomination form to ncsacoe@gmail.com