



10th Annual Award of Distinction “Where Tradition Meets Tomorrow”

Annually, one customer service team, department, or contact center is recognized for exemplifying excellence in providing customer service. The 2024 Award of Distinction theme is “Where Tradition Meets Tomorrow.” It is a celebration of the past, present, and future of customer service. It recognizes the rich history of customer service and the importance of integrating new technologies, tools, and processes into its operations. The theme serves as a reminder that while change is inevitable, it is possible to honor the past while building the future. The award will recognize the customer service team, department or contact center that has successfully achieved this balance by delivering exceptional customer service while also integrating new technologies and/or processes that meet the needs of tomorrow to enhance service delivery.

Nomination Qualifications and Guidelines:

1. “Where Tradition Meets Tomorrow” customer service experiences must have occurred in the last twelve (12) months.
2. Submissions must be in written paragraph format, with a minimum of 350 words, describing how the team, department, or contact center has exemplified the theme of “Where Tradition Meets Tomorrow.” Include any supporting documentation, testimonials, etc.

Contact Information:

Name of Team, Department, or Contact Center: _____

Street Address: _____

City, State, Zip: _____

Contact Name and Title: _____

Contact Email: _____

Contact Cell Phone: _____

Team, Department, or Contact Center Number of Employees: _____

Organization’s website address: _____

Completed submissions should be emailed by the close of business day on August 16, 2024, to Jenny Jaqua, Committee Chair, at jennifer.jaqua@toledo.oh.gov. All submissions will be entered into a drawing to win one complimentary conference registration. The recipient will receive a beautiful award, plus one complimentary registration for the 22nd Annual AGCCP conference, to be held in Charlestown, South Carolina, from October 14-17, 2024. The winner for the award and drawing will be notified at the contact email and phone above by September 4, 2024.

www.agccp.org
questions@agccp.org

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