



Nomination Form



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Customer Service CHAMPION 2009-2010

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Customer Service CHAMPION 2009-2010

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Customer Service
CHAMPION
2009-2010



Use this form to nominate a staff member who you feel delivered excellent customer service. The employee you have named will be placed on a shortlist and may result in the person receiving a substantial reward. Please include any evidence you may have to support your nomination. Thank you for your time as we appreciate any feedback regarding our employees.

Judging Process

The judging process has 2 phases:

1. Nomination forms are screened by a central team and a shortlist will then be put forward.
2. There are 3 judging rounds (1 round every 4 months):
4 members of the senior management team will decide on 4 winners from the shortlist every round.

Judging Criteria

The simple judging criteria for this competition is for the nominee to clearly demonstrate an example or examples of excellent customer service, above and beyond what is expected in their normal role.

For example, excellent customer service could relate to the demonstration of flexibility, helpfulness, or an extra effort. These examples can include either internal or external customers.

To support nominations, nominators may wish to include any evidence available of excellent customer service - for example, customer feedback such as notes of appreciation.

Customer Service Champion

Timescale

- 1st round nominations deadline 28th February
- Selected judging panel members shortlist 1st round winners on the 1st March
- 1st round winners announced 5th March
- 2nd round nomination deadline 30th June
- Selected judging panel members shortlist 2nd round winners on 1st July
- 2nd round winner announced 5th July
- 3rd round nomination deadline 31st October
- Selected judging panel members shortlist 3rd round winners on 1st November
- 3rd round winner announced 5th November
- Judging panel members judge & shortlist the winners of the Overall Customer Service Champion of the Year
- Overall Winners announced November 2010

Eligibility

The Customer Service Champion of the Year programme is open to all employees in all business units and functions within Wolseley Ireland.

Winners

There are 3 rounds, 4 winners per round, giving a total of 12 winners. At the end of each round every winner will receive an “ALL FOR ONE VOUCHER” worth €200 and also will be named in the Wolseley Ireland Newsletter (Insight).

Customer Service Champion of the Year

When all 3 rounds have been completed the winners (up to 12 people) 3 winners will then be picked for the Overall Customer Service Champion of the Year 2009/2010, ranking in 1st, 2nd & 3rd prize. Each will receive another ALL 4 ONE VOUCHER, a framed certificate, and named in the Wolseley Ireland Employee Newsletter (Insight).

The final prizes are:

- 1st Prize: €750 voucher
- 2nd Prize: €500 voucher
- 3rd Prize: €250 voucher

Nomination Process

Nominations are made by individuals, not by business brand or function. Individual nominations are made by colleagues, managers or customers using the nomination form included in this criteria sheet.

Dates for nominations are as follows:

Q1:	November	-	February
Q2:	March	-	June
Q3:	July	-	October

1 Please provide details of the colleague you wish to nominate

Full Name: _____ Position: _____
Location Address: _____

Please provide your details

Full Name: _____
Address: _____

2 Please describe any actions taken by the colleague you wish to nominate that you believe is excellent customer service (use additional sheets if required). Try to be as specific as possible and attach any evidence you have

3 Return this completed form and any supporting evidence by post or fax to:

Sonia Peter, HR Generalist
Brooks, Bluebell, Naas Road, Dublin 12.
Tel: 087 634 9049,
Fax: 01 419 0040, Email: sonia.peter@wolseley.com

4 Please sign and date

Your Signature: _____
Date: _____