

News for immediate release: 8th December 2010

2010's National Customer Service Heroes announced.

On Wednesday at the Grosvenor House Hotel on London's Park Lane an audience of nearly 1300 individuals celebrated as the customer service industry's finest won a host of accolades at the National Customer Service Awards.

For over 10 years The National Customer Service Awards has celebrated hundreds of proponents of customer service excellence. The programme recognises individuals, teams and projects from many organisations who have taken unique approaches to overcome challenges to achieve positive customer feedback through innovative problem solving, motivation and passion, and it is the most renowned awards programme in the customer service calendar.

Judges, sponsors and business leaders from various industries including retail, financial services, the public sector and telecoms met to commend the effort and impact each finalist's excellent customer service had on their customers and their business. 23 Awards, each from a different category, were handed out altogether which represents the impact delighting customers has on nearly every kind of organisation. In addition to the more general awards, such as 'Customer Service Team of the Year' which are dedicated to teams from a variety of industries, awards for innovation, back-office teams and the best use of technology were also won, demonstrating the breadth of ways in which employees can excel.

The Chair of Judges, Don Hales commented, "Although all entrants were judged on their commitment to the high standards of customer care in their teams and organisation, each category had its own specific criteria. Once again the standards were so high this year" and Claudia Hathway, Editor of Customer Strategy added, 'The results achieved by these individuals and teams to achieve customer delight were remarkable'.

The winners are as follows:

Customer Service Newcomer, Sponsored by Royal Mail
WINNER: Rhiannon Collier, EDF Energy

Young Customer Service Professional
WINNER: Stephanie Morgan, Capita Life & Pensions

Customer Service Manager, Sponsored by Virgin Holidays
WINNER: Jamie Edward Hendon, American Express

Customer Service Contact Centre Professional
WINNER: Rachel Owens, Thames Water

Front-Line Professional, Sponsored by Telefónica O2 UK
WINNER: Michelle Fisher, RBS International

Customer Service Leader, Sponsored by The Listening Company
WINNER: David Mitzenmacher, Volusion

Award for Best Training or Development Project, Sponsored by Balfour Beatty Utility Solutions

WINNER: Ford Retail - Moments of Truth

Best Use of Technology in Customer Service

WINNER: Central Networks: Live Network Information/Contact Centre Telephony Replacement Project

Award for Innovation, Sponsored by British Gas

WINNER: American Express - CCM Healthcheck Diagnostics

The Field Service Award, Sponsored by Veolia Water

WINNER: heateam, the Service Division of Baxi Group

The Institute of Customer Service Best Customer Service Employer, Sponsored by Tower 42 in partnership with Rhodes 24

WINNER: Loop Customer Management

Customer Service Contact Centre (up to 100 seats)

WINNER: One Vision Housing

Customer Service Contact Centre (over 100 seats), Sponsored by Calcom Group

WINNER: LV=

Customer Service Back-Office Team

WINNER: British Gas Cardiff - Quality Team

Customer Service Team - B2B

WINNER: DPD UK - Elite Team

Customer Service Team - B2C

WINNER: TM Lewin - TML Uxbridge Team

SOCAPiE Customer Service Complaints Team

WINNER: British Gas Complaints Team Southampton

Front-line Customer Service Team, Sponsored by Barclays Wealth

WINNER: Rackspace - Intensive Customer Service Team

Customer Service Management Team, Sponsored by American Express

WINNER: Sandwell MBC - Transform Sandwell Customer Services Management Team

Customer Service Team - Financial Services

WINNER: LV= GI Sales & Service Team

Customer Service Team - Public Services & Education

WINNER: LHA: ASRA Group - Customer Service Team

Customer Service Team of the Year

WINNER: Rackspace - Intensive Customer Service Team

Lifetime Achievement Award
WINNER: Cilla Adcock, American Express

And Simon Thorpe, the Award's Programme Director, agreed commenting, "This evening was fantastic. Even the most efficient processes are nothing without the passion and dedication of the hardworking frontline staff who deliver the amazing results described tonight".

-ENDS-

For more information on entering the Awards, please visit www.customerserviceawards.com, call Ryan Bowyer on 0207 234 8756 or email ryan.bowyer@ubm.com.

For further press or marketing information please contact Claire Chivers on 0207 955 3960 or email claire.chivers@ubm.com.

About National Customer Service Awards

The National Customer Service Awards programme was launched in 1999. The Awards promote excellence, best practice, and innovation in customer service and highlight its importance in today's business climate. The range of awards categories recognise the most important customer service activities and are open to entries from the whole industry spectrum, commerce and the public sector.

About UBM Live

UBM Live is a leading international provider of integrated media solutions. Working throughout various market sectors including Air Traffic Control, Care, Customer Management, Digital Marketing, Energy, Facilities Management, Fire, Health & Safety, Interiors, Leisure, Security and Venues, UBM Live produces a wide range of exhibitions, awards & events, publications, conferences, digital products and directories.

Amongst its brands, UBM Live boasts: ATC Global, Decorex, IFSEC, Interiors, International Confex, Internet World, TFM&A and The National Business Awards. UBM Live's brands also have international replication in China, India, South Africa and UAE. UBM Live is part of United Business Media Limited (LSE: UBM.L), one of the world's leading business media companies which employs more than 6,500 people in more than 35 countries. For more information go www.ubm.com.