

CAM-X 2020 AWARD OF EXCELLENCE PROGRAM

PROGRAM OVERVIEW

Your service quality CAN be measured! The CAM-X Award of Excellence Program is the tool you need to ensure the professional level of quality your clients demand.

Over a six-month period, your company will be contacted by outsourced 'mystery callers' who conduct test calls based on client profile information that you provide. Independent judges listen to the call recordings and assess a score; the average of all scores becomes your company's overall score. Participating companies achieving a score of 80 percent or higher will receive the CAM-X Award of Excellence, presented at the Annual Convention.

AWARD OF EXCELLENCE 2020 Option #1 10 Calls

10 Calls will be placed over a six-month period randomly selected from the 12 CPS forms submitted.

Price: \$595.00

AWARD OF EXCELLENCE 2020 Option #2 20 Calls

20 Calls will be placed over a six-month period randomly selected from the 12 CPS forms submitted.

Price: \$980.00

AWARD OF EXCELLENCE PLUS - DISPATCH (3 CALLS)

3 of your 10 or 20 Calls will be evaluated for full dispatch procedures.

3 CPS forms out of your 12 CPS forms will be completed using a different link.

Price: \$\$\$345.00

ENTRY REQUIREMENTS

When payment and registration documents are received, the CAM-X office will send you a link and codes to enter your client profile information. Please ensure that the person(s) responsible for administering the program in your organization understand the guidelines provided.

USE OF LOGO / PROMOTIONAL MATERIALS

- Award recipients receive a logo indicating the year and level of achievement which can be used on company and promotional materials
- Logos remain the property of CAM-X and must not be shared or altered

- Successful participants may refer to their company as a recipient of the CAM-X Award of Excellence for any advertising, marketing, and promotion within 12 months following the announcement by CAM-X
- Successful participants with multiple offices must recognize the office that earned the award ONLY
- The year(s) in which the participant was successful MUST be referenced
- Non-members must cease from using any reference to the Awards program
- If a non-member rejoins CAM-X, the program starts from the beginning
- Top score recipients agree to allow CAM-X to use recorded calls for future training materials i.e. TOP TEN Calls CD or audio files
- Advertising must reflect the current status of the program and must not contain misleading information
- Any reference to earning the award must include the year(s) earned and, if desired, the number of total years the company has received the Award

ETHICS & INTEGRITY

- Do not tell or show your staff which clients are involved in the program.
- Do not mark the client accounts in any way
- Do not assign calls to specific staff members – these calls should be open to all agents who answer for similar customers on your service

Your signature on the registration form acknowledges your agreement to these rules.

REGISTRATION FORM

NAME: _____

PROGRAM ADMINISTRATOR (if different from above): _____

ORGANIZATION: _____

NOTE: NEXT FIELD REQUEST 'IF YOU EARN AWARD'

NAME ON PLAQUE: _____

STREET ADDRESS: _____

CITY/PROV/STATE/PC/ZIP: _____

PHONE: _____ FAX: _____

EMAIL: _____

PAYMENT INFORMATION

The CAM-X Award of Excellence Program is available to CAM-X members

Option #1 10 Calls \$595.00 _____

Option #2 20 Calls \$980.00 _____

Add AOE Plus Dispatch \$345.00 _____

(HST applicable to Canadian companies only) per company per location.

Deadline for submission is: January 31, 2020

Cheque amount _____

M/C, VISA, AMEX# _____ Expiry _____

Cardholder name: _____

I agree to abide by the rules of the CAM-X Award of Excellence Program, including the use of the logo in promotional materials and advertising.

Signature Required from Company Official:

Scan and email to linda@camx.ca

(mail or fax information below)