

Background and Purpose



Darren Leuders was a past association President and a highly valued, committed and driven member of the Executive Management Committee. Additionally, he was fortunate to be gifted with outstanding customer service skills.

Following Darren's untimely death in 2007, the CCASA Committee determined that a most fitting tribute would be to create an industry award recognising outstanding customer service - *The Darren Leuders Customer Service Award*.

The award is presented annually to *'Any employee of a CCASA member, who has performed above and beyond the call of duty in providing excellence in customer service.'*

It also supports the promotion and improvement in excellent customer service delivered by CCASA members.

Criteria for Nomination

The criteria to take into consideration when nominating a person that best reflects customer service excellence are:

- Welcoming and friendly to all customers;
- Genuinely dedicated to providing great customer service;
- Responsive, prompt and efficient in their service delivery;
- Knowledgeable, helpful and informative to customers;
- Demonstrates creativity, or resourcefulness in assisting customers;
- Reliable and consistent;
- A good professional role model for others to follow;
- Committed to improving service quality;
- Ambassador for their organisation.

Who Can Nominate?

Nominations will be accepted from any employee of a CCASA member, and must be seconded by a CCASA member. You could nominate someone you work with, or someone who has helped you and meets the above criteria.

You could nominate someone you work with, or someone who has helped you and meets the above criteria. We encourage members to pass this information on to their staff and their customers.



CCASA DARREN LEUDERS CUSTOMER SERVICE AWARD

Timing

The award is presented at CCASA's AGM and Information Day.

Nominations must be received by the CCASA Secretary by **Monday, 23 October 2023**.

Nomination Forms

Nomination forms are distributed to all members and additional forms are available on the CCASA website at www.cemeteriessa.com.au.

Selection

The CCASA Committee will determine the award recipient. Their decision shall be final and no correspondence shall be entered into.

Recognition

The winner will receive:

- A perpetual trophy which will be retained until the next Annual General Meeting / Information Forum;
- A personal trophy to keep;
- Registration to attend the annual Australasian Cemeteries and Crematoria Association Conference;
- A Certificate of Recognition from the CCASA Committee.



CCASA DARREN LEUDERS CUSTOMER SERVICE AWARD

2023: NOMINATION FORM

Award Period: Service delivered between July 2022 to June 2023

Award Announcement: The Winner to be announced at CCASA AGM/Joint Conference on 10 November 2023.

| Nominee: | |
|---------------------------------------|--|
| Organisation Name: | |
| Name of Staff Nominated Member: | |
| Position/Role: | |
| Telephone Phone BH / Mobile: | |
| Email: | |
| Outline Why the Nominee is Worthy | Please attach written submission of 500 words, or less |
| Nominated By: | |
| Organisation name: | |
| Name: | |
| Position / Role: | |
| Telephone BH / Mobile: | |
| Email: | |
| Seconded By: (must be a CCASA Member) | |
| Organisation Name: | |
| Name: | |
| Position / Role: | |
| Phone BH / Mobile | |
| Email: | |

NOMINATIONS MUST BE RECEIVED BY Monday, 23 October 2023

Valda Baker-Wells

CCASA Executive Assistant

Email: info@cemeteriessa.com.au