

Your **Invitation** to Discover Australia's Most Exceptional Customer Service Stars



CUSTOMER SERVICE
INSTITUTE OF AUSTRALIA

The Customer Service Institute of Australia
PO Box 811, Edgecliff, NSW 2027
Phone CSIA: Sydney (02) 9386 4477
Email: Info@csia.com.au

Discover Australia's most exceptional customer service stars at the Customer Service Institute of Australia's Australian Service Excellence Awards.

2007/08 State Awards Presentation

Queensland Awards Presentation & Cocktails
Wednesday, 8th Oct 6pm -9pm (please RSVP by 15 Sep)
Augustine's On George
40 George Street, Brisbane (07) 3221 9365
Tickets: CSIA members \$80 / Non-members \$85 (includes GST)
Corporate Package: Book for 9 and receive 1 complimentary ticket.

State winners automatically qualify for the National Awards program.

Gala Black-Tie National Awards Presentation Dinner

Wednesday, 29th October 2008 7.00pm - 12.00am
National Gallery of Victoria, 180 St Kilda Road, Melbourne
Tickets: CSIA members \$185 / Non-members \$195 (includes GST)
Corporate Package: Book for 9 and receive 1 complimentary ticket.

Customer Service Institute of Australia's Australian Service Excellence Awards

With customer expectations continually rising, the wider business community is becoming aware of the value and role that Customer Service plays in achieving business success.

This highly demanding area is arguably the critical success factor for many organisations. For this reason it is important that the Customer Service Profession has its own national awards to recognise, promote and reward excellence, professionalism and outstanding achievement.

The CSIA Australian Service Excellence Awards showcase achievement in Customer Service.

Reaching the finals and winning an award illustrates the high standards of management, training and commitment to excellence within those organisations.

State-based Awards will be run in New South Wales (includes the ACT) and Queensland. State-based Awards for Victoria, Western Australia, South Australia, Tasmania and Northern Territory will be announced at the National Awards Presentation Dinner in Victoria. State winners in each category will automatically qualify for the National Awards program.

The National Awards Ceremony will be hosted in Melbourne on 29th October where national winners in each category will be announced.



YES, I want to discover Australia's most exceptional customer service stars at the Customer Service Institute of Australia's Australian Service Excellence Awards

QLD Awards Presentation & Cocktails
State Awards Presentation
Wednesday 8th October 2008 6pm-9pm
Augustine's on George
40 George Street, Brisbane (07) 3221 9365
Members: \$80 (inc GST) - Non Members \$85 (inc GST)
Corporate Package: Book for 9 and receive 1 complimentary ticket

Gala Black-Tie National Awards Presentation Dinner
29th October 2008 National Gallery of Victoria - 7.00pm - 12.00 am
Members: \$185 (inc GST) - Non Members \$195 (inc GST)
Corporate Package: Book for 9 and receive 1 complimentary ticket.

Sorry, I am unable to attend the State Awards Presentation Dinner, but I would like more information on CSIA. I have filled in my details, so you can contact me.

Please fill in your details and fax this form to:
Margaret Homsy (02) 9387 4477

Or return mail to: The Customer Service Institute of Australia
PO Box 811, Edgecliff, NSW 2027

COMP ANY NAME: _____

ADDRESS: _____

POST CODE: _____

PHONE (BH): _____ FAX: _____

EMAIL: _____ SPECIAL DIETARY REQUIREMENTS: _____

ATTENDEES

TITLE: NAME: POSITION: _____

FOR ADDITIONAL ATTENDEES, PLEASE ATTACH A LIST

Please fill in your details and fax this form to:
Margaret Homsy (02) 9387 4477

Or return mail to:
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PO Box 811, Edgecliff, NSW 2027

For on line booking and further information please visit
<http://www.csia.com.au/events.asp>
Phone CSIA on: (02) 9386 4477
Email: Info@csia.com.au



Payment Method

Number of Places required _____ \$ _____

Corporate Packages _____ \$ _____

Total \$ _____

I have enclosed a cheque for the full amount

Please make cheques payable to: 'Customer Service Institute of Australia'

or Please charge my:

Bankcard Visa Mastercard

Diners Club Amex ID _____

Credit Card Number

_____|_____|_____|_____|_____|_____|_____|_____|_____|_____|

Expiry Date: _____

Cardholders Name please print _____

Signature: _____ Date: _____

Tax Invoice required for payment other than above

Tax Receipt is required



For further information or to book tickets to any of the Awards functions visit <http://www.csia.com.au/events.asp> or call Sydney (02) 9386 4477
CSIA PO Box 811, Edgecliff NSW 2027

