

2022 Awards Program

Recognising and rewarding the ingenuity and innovation of Australia's most outstanding customer service driven organisations and individuals.



Australian
Service
Excellence
Awards



For more than twenty years, the Customer Service Institute of Australia has recognised customer service excellence by both individuals and organisations through the Australian Service Excellence Awards program with winners rewarded and celebrated at the annual Awards Gala Dinner each October.

Key Dates: 2022 ASEAs Program

February 01, 2022	Nominations Open
May 31, 2022	Nominations Close
June 17, 2022	Finalists Announced
July – September 2022	Finalist Judging Presentations
October 2022	Winners Announced (date to be advised)

For more information about the 2022 Australian Service Excellence Awards program, contact the CSIA team on 1300 912 700 or email awards@csia.com.au

Award categories

Organisations

- Customer Service Project of the Year
- Customer Service Team of the Year
- Customer Service Organisation of the Year - Large Business
- Customer Service Organisation of the Year - Medium Business
- Customer Service Organisation of the Year - Small Business
- Customer Service Organisation of the Year - Government / Not-for-profit
- Customer Service Organisation of the Year - Retail
- Service Excellence in a Large Contact Centre
- Service Excellence in a Medium Contact Centre
- Service Excellence in a Small Contact Centre

Individuals

- Customer Service Executive of the Year
- Customer Service Manager of the Year
- Customer Service Leader of the Year
- Customer Service Professional of the Year
- Customer Service Advocate of the Year